

**JOB TITLE:** Health Care Assistant  
**REPORTS TO:** Practice Nurse Team on clinical and professional issues  
Operational Manager on employment and managerial issues  
**ACCOUNTABLE TO:** Clinical Lead

### **Job Summary**

To assist with the delivery and provision of high quality primary health care service for patients including clinical and administrative tasks in which they have been trained and/or shown to be competent. The HCA will work collaboratively with all members of the team in order to promote a high standard of health and well-being amongst the patient population and to facilitate access to appropriate medical personnel when required.

### **Main duties and responsibilities**

- To assist the GPs and nurses in providing a high standard of care for the practice population within the practice policies, procedures and guidelines.
- To carry out clinical and administrative duties under the supervision of a senior member of staff.
- To be aware that any information regarding patients is confidential
- To communicate effectively with patients, carers and all members of the Team.

### **Clinical Tasks may include depending on experience**

- Phlebotomy
- Blood pressure monitoring
- Lifestyle monitoring
- Urinalysis
- Basic wound care
- Influenza and pneumococcal Immunisations
- B12 injections
- Health education including promoting the health benefits of a healthy diet and exercise
- Assisting the GP's with women's health clinics and minor surgery clinics
- Chaperoning
- Check the emergency drugs and equipment
- Ear syringing
- ECG

### **Clerical tasks**

- Input of general data and clinical information onto electronic patients records
- Stock taking and ordering supplies of clinical/medical equipment
- Restocking of clinical rooms as required
- Referral of patients to other medical or administrative personnel and voluntary agencies when appropriate
- Preparation of equipment for testing and servicing

### **Management/Leadership Responsibilities**

- Manage own workload effectively within the practice clinic times
- Attend and contribute to monthly Practice meetings
- Take reasonable care of own health and safety and that of others and use equipment correctly in accordance with statutory legislation and practice policies at all times
- Work within the Primary Care Practice infection control principals and guidelines
- Conduct risk assessments in situations where personal, colleague or patient safety may be compromised
- Follow the practice procedures and policies for dealing with complaints, disciplinary and grievance issues
- Ensure that all those persons met within the course of the job are given equality of treatment and are not discriminated against

### **Research/Education and Training**

- Assist in the evaluation of current practice and service provision by participating in the collection of data, clinical audit and user satisfaction surveys
- Participate in regular staff appraisals and performance reviews
- Undertake appropriate training or development courses as identified through the use of a Personal Development Plan
- Attend mandatory training as required
- Assist in the induction of new staff members

### **Communication/Key Working Relationships**

- Liaise and work collaboratively with the GP's, nurses, practice staff and outside agencies as deemed appropriate
- Communicate effectively with patients reporting relevant information or concerns to senior staff promptly
- Explain clinical procedures to patients clearly in order to obtain informed consent
- Document written and electronic information accurately and professionally
- Ensure confidentiality in all matters relating to patients, staff and information obtained in the course of employment in line with statutory legislation
- Recognise the limitations of own scope of knowledge and practice and be aware of when to refer to senior member of staff

### **Other Duties and Responsibilities**

In line with practice changes and service demands, Health Care Assistants are expected to demonstrate a flexible approach to working practices and may be asked to assume other responsibilities consistent with their level of competence as required in order to meet service needs.

THIS IS NOT AN EXHAUSTIVE LIST OF DUTIES AND YOU WILL BE EXPECTED TO PERFORM ADDITIONAL TASKS WITHIN YOUR SKILL SET FROM TIME TO TIME WHICH WILL BE COMMUNICATED BY THE PRACTICE MANAGEMENT