

Job Description

Job Title	Healthcare Assistant	
Department	Treatment Room	
Hours	25	
Reporting Arrangements	Responsible to	Senior General Practice Nurse
	Accountable to	Senior General practice Nurse
Practice	Bridge View Medical	
Grade and Salary	£9.56 to £10.50 per hour. Dependant on skills and experience	
Job Summary - what the role is designed to do	<p>To be a member of and support the management of a team of General Practice Nurses within a GP surgery/ Health Centre</p> <p>The post holder will undertake a range of activities, having received training and been assessed as competent in the activities required.</p>	
Specific Duties and responsibilities	<p>Clinical Areas of Specialism Responsibilities for Patient care</p>	<ul style="list-style-type: none"> ▪ To provide care in accordance with instructions and recognised training received. This may involve some level of decision making and prioritising using guidelines as developed in the treatment room team. ▪ Ability to undertake patient observations and recognise what is normal, reporting back to appropriate health care professional. ▪ Provide and maintain a safe and comfortable environment for all patients and carers. ▪ Participate in a team approach to patient care in conjunction with the Primary Health Care Team, medical staff and professionals allied to

		<p>medicine.</p> <ul style="list-style-type: none"> ▪ Contribute to the legibility and accuracy of the patients/clients care plan/records and/or other reports. Contribute to the effectiveness of the established communication/ reporting system. ▪ Participate in regular team meetings and attend unit and other meetings as and when required. ▪ Undertake extended professional development.. ▪ Follow and implement care plans as devised by registered staff in a variety of settings. ▪ To ensure that you and others function in the surgery's clinical governance framework, including risk management.
	<p>Professional/ Job Role Level of independence Degree of supervision Analytical, problem solving</p>	<ul style="list-style-type: none"> ▪ To support the registered nurse in the delivery of patient/client care.
	<p>Organisational Contribution to service/policy development within the team.</p>	<ul style="list-style-type: none"> ▪ To work as an effective member practice team. ▪ Monitoring and ordering supplies and maintaining stock levels as delegated. ▪ General clerical work including photocopying, filing, general office organisation, liaison and referrals as necessary. ▪ Able to deal with unexpected situations relating to treatment room in an appropriate fashion, and refer on to an appropriate person. ▪ Take the initiative in providing support to the registered staff and other practice team members to enable them to extend their roles. ▪ To maintain accurate and

		contemporaneous records and data on treatment room activities.
	Communication	<ul style="list-style-type: none"> ▪ Answering telephone and taking accurate messages as required. ▪ Establish and maintain effective working relationships in individual and clients groups. ▪ To communicate effectively using a variety of communications skills: verbal and non-verbal, written and electronic, with a range of individuals and organisations in and external to the NHS. ▪ Support the use of all existing communication systems and establishing more effective systems as necessary.
	Education and Research	<ul style="list-style-type: none"> ▪ Participate in training programmes and personal development appropriate to the post. ▪ Guide bank staff and new staff with the protocols and policies of the treatment room. ▪ Participate and contribute in providing a learning environment for students and any other staff.

General Terms and Responsibilities

- To undertake any other duties that may be reasonably requested of the post holder to help the department run smoothly.
- To ensure that you and others take notice of and operate within relevant Health and Safety guidelines.

Dignity at Work Statement

- We are committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity in Employment Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

Equality Statement

- To act in a way that is consistent with Bridge View Medical procedures and the law relating to equality, diversity and rights, and to treat everyone with whom you come into contact equitably, with respect and without discriminating.
- To recognise and appreciate that people, both colleagues and service users are different and to act in ways that are consistent with their needs and preferences.

Confidentiality Statement

- All information regarding the Practices' patients and staff must be treated as strictly confidential at all times, and you may not divulge to any other person except with the authority of your Manager
- Such authority may only be given when it is in the patient's or staff's own interest and is a necessary part of treatment.
- Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

Job Description Review

This job description is not a complete list of duties, but is intended to give a general indication of the range of work undertaken. The job description is further supported by a detailed list of tasks required to be performed by the post holder. It will vary over time as demands and priorities within the NHS change. Significant changes in the range of work undertaken will be made only after discussion with the post holder. This job description will be kept under review to ensure that it remains up to date.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.