

## Person Specification – Health Care Assistant (HCA)

Criteria	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> <li>• NVQ Level 2 or 3 in Health and Social Care (or equivalent)</li> <li>• Evidence of recent and relevant healthcare training</li> </ul>	<ul style="list-style-type: none"> <li>• Additional training in phlebotomy, ECGs, smoking cessation, wound care, or long-term condition support</li> <li>• Immunisation and vaccination training (e.g. B12, flu)</li> <li>• Basic Life Support (BLS) certification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Recent experience working in a general practice or primary care setting</li> <li>• Experience carrying out basic clinical duties such as blood pressure checks, phlebotomy, ECGs, health checks, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience supporting chronic disease management</li> <li>• Experience assisting in minor surgery clinics</li> <li>• Experience using EMIS Web or similar clinical systems</li> </ul> <p>Experience of simple wound dressings</p>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Able to work independently and as part of a multidisciplinary team</li> <li>• Organised and able to manage time and workload effectively</li> <li>• Competent IT skills (email, patient records, templates, etc.)</li> </ul> <p>Able to work under pressure Adaptable and able to embrace and implement change</p>	<ul style="list-style-type: none"> <li>• Ability to adapt to new technologies or systems</li> <li>• Comfortable supporting patients with complex needs or long-term conditions</li> </ul> <p>Lateral thinking/problem solving skills</p>
Knowledge	<ul style="list-style-type: none"> <li>• Understanding of patient confidentiality and data protection (GDPR)</li> <li>• Awareness of infection control, health &amp; safety, and safeguarding principles</li> <li>• Understanding of the role of HCAs within a GP surgery setting</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of NHS screening programs and QOF</li> <li>• Awareness of the challenges facing primary care services</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Enthusiastic, motivated, and flexible</li> <li>• Friendly and approachable manner</li> <li>• Committed to ongoing professional development</li> <li>• Reliable and punctual</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to undertake additional training or qualifications relevant to the role</li> </ul>