**JOB DESCRIPTION**

JOB TITLE: Healthcare Assistant

RESPONSIBLE TO: Head of Clinical Services, Ophthalmology

LOCATION: Rochdale, Heywood, Tameside, Preston and surrounding areas

**JOB SUMMARY**

To provide support to the nursing team and other members of the multidisciplinary team for the delivery of high standard care to patients, in a safe and caring environment. Ensuring prescribed care is implemented for patients, under supervision of trained staff. Ensuring that it is non-discriminatory and non-prejudicial. Ensure all care is provided in accordance with company policies.

**Principal Duties and Responsibilities**

* Assist the clinical staff in the promotion of efficient and effective use of resources.
* Receive all patients / visitors to the service in a pleasant efficient manner ensuring the appropriate person is notified of their arrival.
* To deal with enquiries in a helpful and courteous manner, being aware of the need to maintain confidentiality at all times.
* To demonstrate competence in the accurate recording of routine clinical observations.
* To carry out clinical skills relevant to the unit.
* To assist the clinical team with data entry, filling and maintenance of accurate documentation of care.
* To ensure treatment rooms/ areas are adequately stocked, tidy and fit for purpose.
* Use appropriate infection control procedures.
* Provide escort duties within the service as necessary at the discretion of the nurse in charge.
* Participating fully as a team member sharing knowledge and information and therefore promoting a cohesive team.
* Accurately record up to date information on records ensuring that the department is promptly informed of any changes.
* Participate in the stock control and ordering of consumables within the clinical areas.
* To recognise and understand the roles and responsibilities of individuals working in the team.
* To identify risks and report them to the appropriate person.
* Respect privacy, dignity, needs and beliefs of patients and carers.
* Act as a chaperone as and when required.
* Ensuring at all times anti-discriminatory and non-prejudicial practice.
* Ensure effective communications skills with the patients particularly when there are communication barriers i.e. language.

**Audit, Quality and Risk Management**

* To contribute to the monitoring of measurable standards of care and ensure they are maintained.
* To uphold quality initiatives that improves ‘customer care’ and enhances the interface between staff, patients and visitors.
* To participate in the audit process for monitoring and reviewing operating theatre quality.
* To participate in maintaining a clean environment.

**Health and Safety**

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* You are responsible for informing your manager of any health and safety concerns you identify and for completing an incident form for any accidents, incidents or near-misses that happen to you or that you are aware of, to reduce injuries or loss.
* You must not recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Infection Control**

Comply with the Practice Plus Group’s Infection Control Policies, in order to prevent and / or control the spread of infection throughout the unit and wider healthcare community.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required. This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this job description

Name of Post holder ……………………………………………….

Signature ……………………………………………….

Date ………………………………………………

Person Specification – Healthcare Assistant – WIC, MIU, UCC & EAs

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| **Requirement** | **Essential** | **Desirable** |
| **Education/Qualifications** |  |  |
| Good basic general education | NVQ Level 2 or agreement to undertake within 6 months | Willingness to undertake study for NVQ Level 3or above |
| Literate | √ |  |
| Numerate | √ |  |
| **Skills/Abilities/Experience** |  |  |
| Ability to communicate effectively, verbally and in writing | √ |  |
| Previous clinical skills experience – phlebotomy, ECG recording, simple dressing, taking and recording vital signs,  Visual Fields  Biometry  Venepuncture  Pachymetry  Tonopen/Icare |  | √ |
| Previous experience in a Health Care setting-GP practice, minor injuries unit, urgent care centre and any other primary care setting. |  | √ |
| Able to prioritise and meet deadlines | √ |  |
| Can demonstrate enthusiasm and commitment | √ |  |
| Ability to work with other professions | √ |  |
| Ability to work under supervision | √ |  |
| Ability to maintain patient confidentiality | √ |  |
| Is prepared to continue educational studies and learn new skills | √ |  |
| Ability to complete tasks to deadline and a specified standard | √ |  |
| Ability to be flexible in approach to work | √ |  |
| Previous experience within a health setting | √ |  |
| Reliable work record | √ |  |
| Able to work effectively as part of a team | √ |  |
| **Knowledge** |  |  |
| Understanding of patient confidentiality | √ |  |
| Understanding of the need to keep and maintain accurate records | √ |  |

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| HAZARDS: | | | | | |
| Laboratory Specimens  Proteinacious Dusts | X | Clinical contact with patients | X | Performing Exposure Prone Invasive Procedures | X |
| Blood/Body Fluids | X | Dust environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvent |  | Driving |  | Noise | X |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |