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| JOB DESCRIPTION Health Care Assistant Outpatients Dept |

**RESPONSIBLE TO:** **Out Patient Department Manager**

**ACCOUNTABLE TO: Clinical Services Manager**

**JOB SUMMARY** To support the professional staff with the overall responsibility for all patients in the outpatient department.

### Principal Duties and Responsibilities

**Statutory**

* Comply with Care Quality Commission and Clinical Negligence Scheme for the Trust, and other standards in the Outpatient Department.
* Ensure that all treatments given meet individual patient needs, within the agreed patient care pathways.
* Enable patients to make informed decisions about their treatment and general welfare.
* Keep comprehensive records in respect of all patients.
* Record and respond to patient complaints
* Ensure that the outpatient department premises remain fit for purpose.
* Takes responsibility for the reporting of incidents. Notify the OPD Manager of all incidents.
* Participate in the implementation of NICE and other guidance in the outpatient department.
* Participate in the implementation and maintenance of the PRACTICE PLUS GROUP patient satisfaction feedback system.
* Undertake periodic training to update his/her knowledge, skills and competence to manage the establishment.

# Service Provision

* Work effectively with other departments
* Understand and implement PRACTICE PLUS GROUP’s policies, procedures, Best Practice Guidelines and comply with Statutory, National Care Standards and Purchaser requirements.
* Comply with Unit Specific Policies and procedures.
* Operate a service that is flexible, responsive and non-discriminatory.
* Maximise own workload efficiently and effectively while not compromising quality.
* Uphold PRACTICE PLUS GROUP’s clinical governance systems.
* Liaise with statutory and voluntary agencies in the community to ensure a seamless service.

# Systems and Administration

* Contribute towards the management of health and safety and infection control in the Out Patient Department.
* Adhere to systems and procedures for quality and safety.
* Assist with the investigation of complaints, accidents and critical incidents in accordance with agreed procedure.
* Participate in regular outpatient meetings.
* To monitor and maintain stocks of material and equipment at appropriate levels within the department, as delegated by qualified nurse.
* Assist in the ordering and monitoring of stores and stock rotation
* Welcoming/greeting patients to the outpatient area.
* Assist with outpatient security by challenging visitors to the outpatient department.
* Answering the telephone, recording and delivering messages accurately to the appropriate person.
* Running errands to other departments.
* Ensure that patient folders are prepared for capturing clinical outcomes
* Work closely with colleagues to establish best operating practice.
* Assist with the smooth running of the clinics.
* Record outcome of the assessment clinic.
* Act in a manner that supports equality and diversity
* Maintain effective overall record keeping. Participate in monthly audits of records with action plans to address deviations.

# Professional

* Maintain high standards of practice and patient care.
* Maintain excellent professional working relationships with doctors and all other staff.
* To promote safe patient care and to be willing to develop and apply new skills to maintain and enhance clinical service delivery.
* Contribute to the legality and accuracy of the patients records
* Provide support and assistance to qualified staff.
* Attend local orientation programmes and mandatory training sessions.
* To contribute to annual appraisal and be responsible for own personal performance / development plan.
* Maintain cleanliness and hygiene of the department, adhering to infection control and health and safety policies and procedures
* Participating in change and development projects that affect the hospital.
* Participate in the induction of new staff.
* Participate in audit if required to do so.

**Clinical**

* Be aware of the necessity for confidentiality.
* Assist in the dressing/undressing of patients.
* Openly communicate with patients and relatives to alleviate anxieties and worries.
* Prepare & clean examination beds, recliners and chairs, including use & disposal of linen, in line with unit infection control and health & safety policies & procedures.
* Aid control of infection in the department/Hospital environment through adherence to Infection Control Policies e.g. universal precautions.
* Accurately monitor and record the weight, pulse, temperature and blood pressure of patients.
* Undertake urine tests for patients.
* Ensure any abnormalities or changes in patients conditions are reported immediately to a Registered Nurse.
* Encourage carers/family/relatives to be involved in patient care.
* Act as a chaperone as and when required.
* Perform clinical procedures such as phlebotomy and ECG if competent to do so.
* Assist with discharge planning arrangements when required.
* To provide patients who have been assessed with patient information material.

**Health and Safety**

As an employee of Practice Plus Group, the postholder 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 Hospital, 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.

**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 authorized persons or organizations as instructed.

This list of duties and responsibilities is 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 …………………………………...

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| **PERSON SPECIFICATION - HCA Outpatients** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Varied “life skills”   Good standard of literacy | * I. T. training * NVQ level 2 |
| Experience | * Experience of caring for others | * Experience in a hospital environment |
| **Skills and Knowledge** | * The ability to receive and communicate information accurately and take instruction from professional colleagues. * Professional telephone manner * Can respond to a demanding environment * Ability to identify risks and alert individuals as necessary * Demonstrate initiative working without direct supervision |  |
| Other Factors | * Committed to the overall aims of PRACTICE PLUS GROUP. * Committed to the provision of quality services. * A flexible, positive attitude to performing a variety of duties. * Willing to develop/learn in the role. * Ability to be flexible with regard to working hours * Ability to work within a multi-cultural environment | Availability to work, sometimes at short notice to cover sickness and annual leave. |
| Personal attributes | * Ability to build rapport * Willingness to work in patient areas * Strong quality orientation * Excellent communication skills * Attention to detail * Disciplined * Flexibility * Ability to work under pressure * Ability to work under supervision | * Financial awareness * Competent Microsoft Office skills |