

**The James Cochrane Practice
Health Care Support Worker job description & person specification**

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

Role Details	
Job Title:	Health Care Support Worker
Hours of work:	26 hr/wk (whole time is 37 hours)
Primary Locations:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE
Line Manager:	Head of Nursing
Accountable to:	The Partners – Clinically Practice Operations Manager – Administratively
Purpose:	To assist the clinical team in the service and delivery of the care management to the practice population
Commencement date:	2021

Job Summary
<p>To support the practice nursing team in the delivery of nursing services, working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population.</p> <p>The healthcare assistant will deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education.</p>

Practice Drivers
<p>Vision Statement - Treating people the way we'd like to be treated Aim - To improve patient and job satisfaction and practice sustainability</p>

Primary Responsibilities
The following are the core responsibilities of the healthcare assistant. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon

The James Cochrane Practice
Health Care Support Worker job description & person specification

factors such as workload and staffing levels:

- a. Undertake new patient health checks
- b. Support the practice nurse with health promotion programmes
- c. Carry out baseline observations such as, blood pressure, pulse rate, recording findings accurately
- d. Support the practice nurse with the management of chronic disease clinics
- e. Carry out BMI checks as directed
- f. Act as a chaperone as required
- g. When trained, undertake venepuncture
- h. When trained, administer flu vaccinations
- i. When trained, undertake ECGs as requested
- j. Give accurate and appropriate information to patients and groups within own competence
- k. Measuring and recording physiological measurements in routine presentations:
 - Blood Pressure
 - Pulse Rate And Rhythm
 - Height And Weight - Body Mass Index
- l. Assist in raising awareness of health and well-being, and how it can be promoted
- m. Ensure specimens are recorded and ready for onward transportation
- n. Provide support during minor operations and GPwER procedures as required. Including preparation and maintenance of environments and equipment before, during and after procedures.
- o. Ensure all clinical rooms are adequately stocked and prepared for each session
- p. Monitor clinical stock levels and trigger ordering to ensure adequate stock levels
- q. Ensure fridge temperatures are checked and fridges are cleaned routinely in accordance with extant guidance
- r. Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice IPC policy
- s. Deliver opportunistic health promotion where appropriate

Secondary Responsibilities

In addition to the primary responsibilities, the healthcare assistant may be requested to:

- a. Participate in practice audit as directed by the audit lead
- b. Participate in local initiatives to enhance service delivery and patient care
- c. Support and participate in shared learning within the practice
- d. Complete opening and closing procedures in accordance with the duty rota

The person specification for this role is detailed overleaf.

Person Specification – Healthcare Assistant		
Qualifications	Essential	Desirable
Healthcare qualification (level 3 or 4) or working towards gaining equivalent level	✓	
Phlebotomy certification		✓
Experience	Essential	Desirable

The James Cochrane Practice
Health Care Support Worker job description & person specification

Experience of working in a primary care environment		✓
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
Clinical Knowledge & Skills	Essential	Desirable
ECG's		✓
Venepuncture		✓
New patient medicals inc. Height, weight, BP, Pulse		✓
Chaperone procedure		✓
Ability to record accurate clinical notes		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook		✓
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Ability to follow clinical policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure / in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Pre Employment Check Clearance	✓	

Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I creates an environment where all

The James Cochrane Practice Health Care Support Worker job description & person specification

Individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and law requires it.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence, and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes, which deliver health care

The James Cochrane Practice
Health Care Support Worker job description & person specification

with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Operations Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role.

All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.

Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The James Cochrane Practice staff are required to adhere to the staff handbook and

The James Cochrane Practice
Health Care Support Worker job description & person specification

practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided they must be worn.