**KERNOW HEALTH CIC**

**PRIMARY CARE SUPPORT TEAM – HEALTH CARE ASSISTANT**

**JOB DESCRIPTION**

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| **Job details** | | |
| Job Title: | Health Care Assistant | |
| Salary: | Variable – dependent on individual GP practice | |
| Hours/Contract: | As and when, Casual Worker | |
| Department: | Primary Care Support Team | |
| Managerially Accountable to: | To be advised by practice | |
| Professionally Accountable to: | To be advised by practice | |
| Location: | Various locations across Cornwall | |
| **Job summary / purpose** | | |
| Working under the direct supervision of a registered nurse and strictly in accordance with specific practice guidelines and protocols, the healthcare assistant will assist the practice clinical team in the provision and delivery of prescribed programmes of patient care. | | |
| **Primary duties and responsibilities** | | |
| The duties will vary according to the practice requirements and the individual competencies, but an outline of the duties and responsibilities which may be undertaken is provided below:   * Participates in programmes for the management of long term conditions, e.g. hypertension, coronary heart disease, diabetes * Assists patients and where appropriate encourages self-care and self-management of self-limiting conditions through health promotion * Understands and works within own scope of practice and refers to other healthcare professionals where appropriate * Works within own competency and relevant practice policies and procedural guidelines e.g. infection control, chaperoning etc. * Encourages and supports individuals, families and groups to address issues which affect their health and social well being * Early symptom recognition and presentation (including case finding) by the provision of outreach services, signposting to services and self-care opportunities * Raises awareness among the population of symptoms, services and self-care/ self-management of long term conditions * Undertakes advocacy to support patients to overcome barriers to accessing services and support them to navigate diagnostic and treatment processes where appropriate * Undertakes liaison with patients’ GPs * Represents the interests of individuals and families when they are not able to do so themselves * Help to process data in connection with QOF recalling patients to attend clinics as and when necessary * Assist in and perform routine tasks related to patient care as directed by senior nursing staff, GPs or other members of the practice team, which may include: * Chaperoning duties * BP monitoring * Health Checks * Urinalysis as required. * Wound care including Doppler’s and compression therapy and removal of sutures/clips (depending on competency) * Influenza vaccinations including pneumonia and shingles (depending on competency) * Administering injections e.g. B12 under PSD (depending on competency) * Smoking prevention as applicable (depending on competency) * Diabetic feet (depending on competency) * Ear Syringing (depending on competency) * Spirometry and reversibility (depending on competency) * Processing and management of laboratory samples requested by GPs/Nurses * Vaccine/cold chain storage, monitoring and recording (depending on competency) * Clearing and re-stocking consulting rooms * Preparing and maintaining environments and equipment before, during and after patient care interventions including assisting GPs during the performance of minor operations depending on competency * Ensure clinical waste collection runs smoothly as required and reporting any problems appropriately. * Preparing medical equipment by ensuring infection and control procedures are adhered to as required. * Carry out hypertension reviews as required. * Assisting in the assessment and surveillance of patients’ health and well-being | | |
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| **Freedom to act** | | |
| The Post holder is required to work as an autonomous professional and is accountable for their own decisions in delivering their work as delegated by other medical professionals and in accordance with practice protocols. | | |
| **Working conditions / effort** | | |
| Unavoidable adverse working conditions   * Unavoidable hazards/unpleasant working conditions/continuous VDU use * Physical Effort * Mental Effort (concentration, dealing with interruptions, need to meet deadlines) * Emotional Effort (exposure to distressing/emotionally demanding situations) | | |
| **Values** | | |
| Kernow Health CIC expects all employees to demonstrate the organisation’s Values as part of their day to day working lives.  Our shared values guide our actions and describe how we behave and how we make our business decisions:   * **Integrity:** Be real, honest and authentic. * **Ambitious:** Seek new opportunities and not afraid to push boundaries. * **Responsive:** Be proactive, and responsive to our own and partner needs now and in the future. * **Reliable:** Be the trusted partner and for partners to know that we will deliver what we say we will. * **Creative:** Look at different ways of working in the present and the future. * **Professional:** What we do, we do well. High quality standards in all that we seek to achieve. | | |
| **Corporate requirements and Responsibilities** | |
| **GENERAL**   * **Confidentiality:** In line with the Data Protection Act 2018 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties. * **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice. * **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions. * **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training. * **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free. * **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.   Please note:  Rehabilitation of Offenders Act   * This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions | |

**PERSON SPECIFICATION**

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| Post: | **Primary Care Support Team, Health Care Assistant** |

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

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| **Attributes** | **Requirements** | | **Method of Assessment** |
| **Essential** | **Desirable** |
| **Qualifications, training & professional membership** | |  | | --- | |  |   5 GCSE’s Grade 4 or above, or equivalent including English and Maths  NVQ Level 2 in Health and Social Care or equivalent practice experience  Care Certificate or equivalent | NVQ Level 3 in Health and Social Care | Application |
| **Knowledge & experience** | Minimum of 12 months previous experience of working as an HCA in a health setting  Experience in a range of clinical areas for example wound care, ECG, urinalysis, spirometry, injections and diabetic foot checks  Previous and regular experience of Phlebotomy  Experience of preparing and processing laboratory samples  Experience of working autonomously under direction of a Senior Nurse | Previous experience of working in general practice  Knowledge and experience of computer record systems including SystmOne or Emis  Experience of administering injections including flu vaccinations and pneumococcal vaccinations | Application and interview |
| **Skills & abilities** | Excellent communication skills both written and verbal  Ability to manage own time and workload  Ability to problem solve  Ability to plan and organise  Able to work under own initiative |  | Application and interview |
| **Personal qualities** | Flexible and adaptable  Self-directive  Highly motivated  Maintaining a professional attitude at all times  Displays understanding and caring attitude |  | Application and interview |
| **Behaviours & aptitudes required to demonstrate the Values** | Integrity  Resilient  Professional |  | Interview |
| **Additional circumstances** | A criminal record check satisfactory to the organisation. |  |  |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Post holder’s Name: |  |
| Post holder’s Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |