Job Title: Health Care Assistant (HCA)
Responsible to: Practice Manager/Head of Nursing/Clinical Nursing Leads
Hours of work: 1 post x 37.5 hours per week
1 post x 25.0 hours per week
Salary Band: TBC

Job Summary
The purpose of the role is to assist the clinical and research teams in the service and delivery of care to the practice population. The post holder works under supervision of the clinical and research teams and undertakes tasks and duties delegated by the clinical and research teams or a suitably qualified regulated professional. They will work collaboratively with the general practice team to meet the needs of patients, following policy and procedures.

Key Responsibilities
Communication
- Communicate effectively with other team members
- Communicate effectively with patients and carers, recognising their needs for alternative methods of communication

Personal and people development
- Take responsibility for own developmental learning and performance, including participating in supervision
- Take responsibility for maintaining a record of own personal development
- Work with management on any new training requirements
- To recognise and understand the roles and responsibilities of individuals working in the primary healthcare team
- Be aware of the legal issues pertinent to the role of a basic HCA

Health, safety and security
- Use the personal security systems within the workplace according to practice guidelines
- Identify the risks involved in work activities and undertake them in a way that manages the risks
- Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards, reporting any potential risks identified, including:
  1. Hand washing
  2. Universal hygiene procedures
  3. Collection and handling of laboratory specimens
  4. Segregation and disposal of waste materials
  5. Decontamination of instruments and clinical equipment
  6. Reporting and treatment of sharps injuries
  7. Dealing with blood and body fluid spillages
  8. Assisting patients and colleagues in adopting sound infection control measures
• Understand, apply & manage the principles of the cold chain
• Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility
• Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate
• Be aware of statutory child health procedures and statutory local guidance and referral criteria
• Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility
• Use the computer safely
• Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health

Service improvement
• Be aware of and, if appropriate, assist in current clinical audit
• Work with colleagues in the team on the development of current and new services and other initiatives
• Maintain the notice board in the waiting rooms and promote good health with educational material on a monthly basis
• Deal with requests from patients and clinical staff for health information leaflets

Quality
• Alert other team members to issues of quality and risk in the care of patients
• Ensure own actions are consistent with clinical governance systems
• Practice in accordance with agreed standards of care
• Enable patients to access appropriate professionals in the team
• Ensure stock items under your control are ordered and available in the treatment and consulting rooms
• Know how clinical governance affects the HCA role and bring to the attention of more senior staff any specific risk situation immediately
• Know the practice's policies, especially the whistle-blowing policy, available in the practice staff handbook
• Ensuring GCP training is undertaken and updated as necessary in order to provide support to the Research Team.
• Be able to manage your own time effectively

Equality and diversity
• Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures
• Respect the privacy, dignity, needs and beliefs of patients and carers
• Understand basic legal and communication issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour
• Act as a chaperone

Clinical skills
• Undertake, record and follow guidelines for the tasks for which you have received appropriate training:
  • Venepuncture in accordance with Practice procedures
  • Ear syringing in accordance with Practice procedures
  • Urinalysis and preparation of specimens for investigation by the pathology laboratory
  • Measuring and recording the following physiological measurements in routine
presentations:
1. Blood pressure
2. Pulse rate and rhythm
3. Temperature
4. Height and weight - body mass index
5. Visual acuity
6. 24 hour ECG/BP recording
7. ECG
8. Spirometry

- Prepare and maintain environments and equipment in accordance with IPC protocols and manufacturers’ guidelines before, during and after patient care interventions
- Assist in raising awareness of health and well-being, and how it can be promoted
- Give accurate and appropriate information to patients and groups within own competence
- Support and monitor patients during nebulisation therapy
- Assist clinicians in minor surgery and coil fitting
- Perform basic dressing changes according to a nursing care plan

Information processes
- Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate
- Assist the research team in maintaining accurate records of research subjects
- Maintain confidentiality or information relating to patients, relatives, staff and the practice
- Take the necessary precautions when transmitting information
- Complete information governance on-line tool kit

Any other duties as business needs demand in line with the HCA scope of practice.