

**Douglasdale Medical Practice
69 Ayr Road
Douglas
ML11 0PX**

**Healthcare Assistant
20 hours per week
£17,760 to £20,727 pro rata**

An exciting new opportunity has arisen for a Healthcare Assistant working 20 hours per week at Douglasdale Medical Practice.

We are looking for a self-motivated, committed Healthcare Assistant to join our dedicated friendly team to support our clinical team providing healthcare services for our practice population of 5300 patients.

The successful applicant will be self motivated, able to work on their own initiative, enthusiastic, pro-active and committed to high standards with a proven track record of delivering high quality care.

Desirable skills include phlebotomy, blood pressure monitoring, basic health checks, IT competence and excellent communication skills.

Salary will be dependant on experience. Training will be given

For further information please download an application pack from our website www.douglasdalemedicalpractice.co.uk or contact our Practice Manager on 01555 851 226

Applications by CV and covering letter only to chris.anderson4@nhs.net

Closing Date: Friday 29th June 2018

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Person Specification – Healthcare Assistant		
Qualifications	Essential	Desirable
Healthcare qualification (level 3 or 4) or working towards gaining equivalent level		✓
Phlebotomy certification		✓
Ear syringing certification		✓
Experience	Essential	Desirable
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
Wound Care / Removal of sutures & staples		✓
ECG's		✓
Venepuncture	✓	
Baseline monitoring inc. Height, Weight, BP, Pulse etc	✓	
Chaperone procedure		✓
Spirometry		✓
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 Microsoft Office and Outlook		✓
Vision/EMIS/Clinical database user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Excellent 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
Ability to travel between Douglas, Coalburn & Rigside surgeries	✓	
Flexibility to work outside of core office hours	✓	
Protecting Vulnerable Groups (PVG) check	✓	
Occupational Health Clearance	✓	

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.

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Healthcare Assistant Job Description

Job Title	Healthcare Assistant
Line Manager	Practice Manager
Accountable to	The Partners
Hours per week	20

Job Summary

Looking for a forward thinking and dynamic applicant who can bring a level of skill to a teaching practice, but is also willing to develop a new service.

To assist medical personnel in the care of practice patients working as part of the practice multidisciplinary team, delivering care within their scope of practice.

The Healthcare Assistant will deliver and assist clinical staff in the provision of treatment, preventative care, screening, health promotion and patient education. This post will include some administrative duties.

The Healthcare Assistant will act as a focal point of communication between patients, doctors, nurses and other members of the primary health care team

A uniform and name badge will be supplied by the practice. These are to be worn at all times in the course of their duties.

Duties & Responsibilities - Nursing

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 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 pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
- d. Urinalysis
- e. Phlebotomy
- f. Undertake wound care, dressings and other clinical tasks as required
- g. Support the practice nurse with the management of chronic diseases
- h. Weight monitoring
- i. Act as a chaperone as required
- j. When trained, administer adult vaccinations
- k. When trained, carry out ear irrigation under the supervision of the practice nurse
- l. Carry out ECGs as requested
- m. Ensure specimens are labelled and bagged ready for collection with the necessary paperwork completed
- n. Ensure all clinical rooms are adequately stocked and prepared for each session
- o. Restocking/maintenance of clinical equipment
- p. Ensure fridges are cleaned routinely in accordance with extant guidance
- q. Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice policy
- r. Deliver opportunistic health promotion where appropriate

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Duties & Responsibilities – Administration & Professional

- a. Participate in the administrative and professional responsibilities of the Practice team
- b. Ensure accurate and legible notes of all consultations and treatments are recorded in the patients notes
- c. Ensure the clinical computer system is kept up to date with accurate details recorded
- d. Ensure appropriate items of service claims are made accurately, reporting any problems to the Admin Staff
- e. Ensure accurate completion of all necessary documentation associated with patient health care and registration with the Practice
- f. Ensure collection and maintenance of statistical information required for regular and ad hoc reports
- g. Attend and participate in Practice meetings as required
- h. Assist in formulation of Practice strategy and planning
- i. To create and send recall letters for clinics
- j. To assist in seasonal and special projects as requested e.g. flu clinic
- k. Ordering and display of Health Promotion materials

Duties & Responsibilities – Management of Medical Records

- a. Ensure that records are accurately documented and legible
- b. Ensure that records are available in the instances of urgent consultation
- c. Retrieve and re-file records as requested, ensuring that strict alphabetical order is adhered to
- d. Ensure correspondence, reports, results etc are filed in correct records
- e. Ensure records are kept neat and tidy and in good repair with all necessary information recorded correctly on the outer cover

Duties & Responsibilities – Management of Appointment System

- a. Ensure total familiarity with all appointment systems
- b. Book appointments and recalls

Special requirements of the post

- a. An understanding, acceptance and adherence to the need for strict confidentiality
- b. An ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to patients enquiries and requests while adhering to Practice limitations
- c. An understanding and acceptance of ones capabilities and awareness of own limitations
- d. Ability to work without direct supervision and determine own workload priorities
- e. Basic keyboard and computer skills
- f. Flexibility of working hours
- g. Excellent communication skills

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Confidentiality

- a. In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- b. In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- c. Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

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Personal/Professional Development

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate