

JOB DESCRIPTION

JOB TITLE:	Health Care Assistant
REPORTING TO:	CGPN Lead Nurse
ACCOUNTABLE TO:	CGPN Lead Nurse
HOURS of WORK:	30hrs – 37.5hrs per week
APPRAISED BY:	CGPN Lead Nurse
REMUNERATION:	Dependant on experience
CONTRACT LENGTH:	Fixed Term 12 months with option to extend

Job Summary:

This is an exciting new role within CGPN, the post holder will be a key member of the CGPN Nursing Team assisting with provision and delivery of CGPN's clinical services and initiatives within Cambridgeshire.

We are seeking an experienced and enthusiastic Health Care Assistant to be responsible for the delivery of Health Care Assistant services. The post holder will as part of the CGPN multidisciplinary team deliver care within their scope to the patient population. The HCA will be working within several clinical areas, including chronic disease reviews, phlebotomy and blood pressure monitoring.

This is an exciting and varied role that requires:

- The ability to work autonomously in the community as part of the nursing team providing a high quality of care to patients in their own homes.
- Assist in the implementation of new services, including a Home Visiting HCA service
- Assuring clinical safety and driving excellent patient outcomes

Duties and Responsibilities:

The duties and responsibilities to be undertaken by the Health Care Assistant may include any or all of the items in the following list.

RESPONSIBILITIES:

Clinical Responsibilities

- Prepares for and performs clinical procedures
- Procedures may include, testing urine samples, blood pressure monitoring, blood glucose testing, pulse-oximetry, phlebotomy and gathering baseline observations according to competencies
- To ensure all samples/specimens are recorded correctly and transported in a timely and appropriate manner according to service policies
- Be able to accurately record patient observations and inform patients own GP practice of any escalations necessary.
- Monitoring and maintaining CGPN consumable stock levels

Quality Assurance

- To follow organisational policy
- Actively engage with service users to monitor outcomes and service satisfaction

Primary Care Hubs

- To provide additional support to Primary care Hubs as required

Communication

- To participate in team meetings both clinical and operational where appropriate
- Act as an advocate when representing patients and colleagues
- Communicate effectively, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating

Service Development

- Work alongside the Lead Nurse and the CGPN Team to identify improvements to the service and how these can be implemented as and when requested

Learning and Development

- Identifies own learning needs and seeks support from Lead Nurse to develop these
- Undertakes mandatory and essential training required for the role
- Recognises and understands the roles of others and supports new and less experienced staff under the direction of the CGPN Lead Nurse

Confidentiality

- 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
- 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, CGPN staff and other healthcare workers. They may also have access to information relating to CGPN as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of CGPN may only be divulged to authorised persons in accordance with CGPN 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 CGPN Health & Safety Policy, to include:

- Using personal security systems within the workplace according to CGPN 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 CGPN 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.

Personal/Professional Development

The post-holder will participate in any training programme implemented by CGPN 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
- Ensuring all clinical skills are maintained & current

Quality

The post-holder will strive to maintain quality within CGPN, 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 recognise 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

This role description is intended as a basic guide to the responsibilities of the post and is not exhaustive and may be subject to review in consultation with the post holder.

Person Specification

Job Title: **Health Care Assistant**

This is a specification of the qualifications, knowledge, experience, skills and abilities, that are required to carry out effectively the responsibilities of the post (as outlined in the role description) and forms the basis for selecting a candidate.

Qualifications	Essential	Desirable
NVQ Level 2 Health Care	✓	
NVQ Level 3 or 4 Health Care		✓
Phlebotomy Experience	✓	
Awareness of Local and National Health Campaigns		✓

Knowledge & Experience	Essential	Desirable
Experience of working in a healthcare setting	✓	
Experience of working within Primary Care		✓
Understand Chronic Disease Management processes		✓
System One /Emis experience		✓
Excellent Communication skills (Written and Oral)	✓	

Personal Qualities	Essential	Desirable
Problem Solver with the ability to process information accurately and effectively, interpreting data as required.	✓	
Effectively utilises resources	✓	
Ability to work without supervision and determine own workload	✓	
Polite and Confident	✓	
Punctual and committed to supporting the team effort	✓	
Highly Motivated	✓	

Other	Essential	Desirable
Valid UK Driving License	✓	
Flexibility	✓	
Enthusiastic	✓	
Team player	✓	