NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details**
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| Post/Title: **Healthcare Assistant – Outpatient Department**Responsible To: **Outpatient Manager**Accountable To: **Director of Clinical Services** |
| 1. **Job Summary**

 (A brief description of the main purpose of the post) |
| * To assist the professionally qualified nursing staff in the smooth running of the Outpatient Department, maintaining a high standard of patient care and to carry out assigned tasks under their direction/supervision.
* To ensure that the best interests of the patient and the hospital are upheld at all times.
* To understand and observe the agreed policies and procedures of New Victoria Hospital.
* To promote and implement the requirements of the hospital’s Quality Assurance System.
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| 1. **Role of the Department**

(The function of the department in which the post holder works) |
| To provide exceptional nursing care to all patients of New Victoria Hospital. As part of a dedicated team you’ll work collaboratively to meet the needs of the department, within the framework of New Victoria’s policies and procedures. |
| 1. **Key Working Relationships**

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| All members of the team have regular weekly, if not daily contact with the following range of individuals and organisation:* Patients and their relatives
* All members of the nursing team
* Consultant users
* All other Medical Disciplines
* All employees
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| 1. **Duties and Responsibilities of the Post**
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| **Professional*** To receive patients and visitors to the Department in a welcoming and caring manner and escort them to consulting rooms as and when necessary.
* To observe the codes of confidentiality and loyalty to patients, medical staff and colleagues.
* To understand and practise correct procedures with regard to health and safety, infection control, including CPR procedures, fire policy and safe lifting techniques, attending mandatory training on an annual basis.
* To carry out delegated duties within sphere and capacity.
* To establish an effective rapport with patients, visitors and staff within the hospital.
* To observe all pertinent charging procedures.
* To ensure equipment is safe and in good working order and report any defects to the Nurse in Charge
* To assist in maintaining good organisation, order and cleanliness in the department.
* To complete daily drug refrigerated checks and report if outside predetermined ranges to the nurse in charge of the department.
* To clean the department refrigerators on a monthly basis.
* To obtain x-ray films and/or MRIs for clinics as and when requested.
* Under supervision, to order general, non-pharmaceutical stock for the department in accordance with predetermined department stock levels and to replenish stock as required.
* To attend and participate in regular department meetings.
* To participate in training programmes and to undertake the development of relevant knowledge and skills by formal and informal education.
* To wear the correct uniform on duty and maintain a clean and tidy appearance.

**Clinical Functions*** To assist qualified nursing staff in the setting up of consulting rooms for each session prior to the start of the clinic and to meet the individual requirements of each consultant.
* To assist or under supervision, set up the colposcopy room prior to each treatment session, specific to individual consultant requirements.
* To monitor the department’s CSSD requirements, ordering as and when necessary.
* To assist the nursing and reception staff in the registration of outpatients, obtaining and documenting biographical of patients.
* To assist and participate in the clinical observation of patients e.g. TPR, BP, urinalysis, performing ECGs.
* To assist qualified nursing staff in general care of outpatients in preparation for tests, collecting urine, faecal specimens and in performing phlebotomy to obtain blood samples as requested, in accordance with agreed protocols.
* To assist qualified nursing staff with sterile aseptic dressing technique.
* To assist in escorting ambulant and non-ambulant patients to other hospital departments and also to assist qualified nursing staff in the transfer of patients.
* To behave with integrity and dignity at all times in support of the Director of Clinical Services and the hospital and to assist with public relations activities as required.
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| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General**
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| The post holder is expected to:* Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies
* Understand and incorporate the organisational values into daily working practice:
	+ Compassionate
	+ Exceptional
	+ Ethical
	+ Evolving
	+ Charitable
* Attend mandatory training as identified by the Hospital
* Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning
* Work as part of a team and collaborate with colleagues
* Ensure good communication links are established with all other departments within the hospital
* Maintain a high level of security awareness
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| 1. **Health and Safety**
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| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management**
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| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance**
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| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy. The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant.  |
| 1. **Equality and Diversity**
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| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:* Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact.
* Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management.
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| 1. **Infection Control**
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| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults**
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| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |
| 1. **Disclosure and Barring Service Check**
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| This post requires the disclosure of all criminal record information including details and dates of ‘spent’ convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions through the Disclosure and Barring Service check. If necessary you will be asked to submit written details in relation to this requirement, as well as any other information that will allow us to make a fair decision as to your suitability. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | * Educated to GCSE or equivalent
 | * NVQ 3 Health or Care Skills Certificate
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| Knowledge | * Knowledge of health promotion
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| Experience | * Working within healthcare setting
* Planning and organising skills
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| Skills and aptitude | * Exceptional communicator
* Ability to work as part of a team
* Ability to follow instructions/directions
 | * IT skills
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| Personal Circumstances | * Ability to work under pressure
* Adaptable
* Flexible
* Uses initiative
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