

71-75 Shelton Street, London, WC2H 9JQ | www.generalpracticesolutions.net
020 8865 1942 | enquiries@generalpracticesolutions.net

HEALTHCARE ASSISTANT (HCA) PERSON SPECIFICATION & JOB DESCRIPTION

HCA GENERAL PRACTICE SPECIALIST ASSOCIATE (GPSA) JOB SUMMARY

The HCA GPSA will act autonomously within their professional scope of practice through the delivery of bespoke clinical advice to the clients of General Practice Solutions (GPS). Depending on the GPS services commissioned, HCA GPSAs may also be required to care for the service users face to face, via the telephone consultations and/or undertake video consults.

The HCA GPSA will use their skills, knowledge, and competencies to be responsible and accountable for mentoring GPS clients on HCA processes and functions. The HCA GPSA may also be required to simultaneously apply the same standards for the direct care of service users depending on the GPS services commissioned.

The HCA GPSA will be required to implement robust workflows and processes dependent on the client's needs and as outlined in the GPS mobilisation brief. Ones duties may well vary from paper-based exercises such as introducing best practice guidelines and processes i.e. Patient Specific Directives; to the physical management of service users.

HCA GPSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIRABLE
NVQ Level 2 in Health and Social Care or equivalent.	<input type="checkbox"/>	
Phlebotomy accredited.	<input type="checkbox"/>	
Immunisation and Vaccination accredited.	<input type="checkbox"/>	
Ear Syringing accredited.	<input type="checkbox"/>	
SKILLS AND KNOWLEDGE	ESSENTIAL	DESIRABLE
Great communication skills.	<input type="checkbox"/>	
Customer Service skills/ service user focussed.	<input type="checkbox"/>	
Ability to work as part of a team.	<input type="checkbox"/>	
Computer skills.	<input type="checkbox"/>	
Organisational skills.	<input type="checkbox"/>	
Effective time management skills.	<input type="checkbox"/>	
Confident around other Health Professionals.	<input type="checkbox"/>	
Great communication skills.	<input type="checkbox"/>	
Knowledge of community development approaches.		<input type="checkbox"/>

Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports.	?	
Knowledge of motivational coaching and interview skills.		?
Knowledge of VCSE and community services in the PCN.		?
EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working directly in a healthcare assistant role, adult health and social care, learning support or public health/health improvement (including unpaid work).	?	
Experience working within primary care.	?	
Demonstrates an understanding of Clinical Governance skill.		?
Health and Safety Awareness.		?
Basic first aid knowledge.		?
Basic knowledge about Blood Borne Diseases.		?
PERSONAL ATTRIBUTES AND QUALITIES	ESSENTIAL	DESIRABLE
Ability to listen, empathise with people and provide person centred support in a non-judgemental way.	?	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity.	?	
Adaptable to change.	?	
Commitment to reducing health inequalities and proactively working to reach people in all communities.	?	
Able to support people in a way that inspires trust and confidence, motivating others to reach their potential.	?	
Able to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders.	?	
Ability to identify risk and assess/manage risk when working with individuals.	?	
Ability to maintain effective working relationships and to promote collaborative practice with all colleagues.	?	
Demonstrates personal accountability, emotional resilience and works well under pressure.	?	
Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.	?	
High level of written and oral communication skills.	?	
Ability to work flexibly within a team or on own initiative.	?	
Full UK Driving license and own transport.	?	

HCA GPSA JOB DESCRIPTION

Working under the direct supervision of a senior nurse and strictly in accordance with GPS guidelines and protocols, the healthcare assistant will assist the client's clinical team in the provision and delivery of prescribed programmes of service user care.

DUTIES AND RESPONSIBILITIES

- New health checks.
- ECG recording.
- Phlebotomy.
- Spirometry.
- Chaperoning duties.
- Processing and management of laboratory samples requested by GPs/nurses.
- Sterilising, cleansing and maintenance of surgical equipment.
- Vaccine/cold chain storage, monitoring and recording.
- Surgical equipment and vaccine re-stocking and stock rotation.
- 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.
- Assisting in the assessment and surveillance of service users' health and well-being.
- Undertaking specific clinical activities for named service users that have been delegated and taught specifically in relation to that individual.
- Helping to raise awareness of health and well-being and how it can be promoted.
- Assisting with the collection and collation of data on needs related to health and well-being.
- Mentor GPs clients on your specific area of expertise and as outlined in the mobilisation brief.
- Implement proven processes and governance mechanisms as outlined in the mobilisation brief.

CARE MANAGEMENT

- Communicate confidential and sensitive information to service users, relatives, and carers in relation to their condition.
- Contribute to local and national targets clinical remit e.g. QOF, prescribing incentive scheme, National benchmarking.
- To monitor and meet care outcomes against standards and recommend or initiate changes as necessary.

HEALTH IMPROVEMENT

- Management of health screening programmes and ensures other team members are aware of health priorities and screening objectives and programmes.
- Innovation to meet ongoing demands on the delivery of care.
- Improve health outcomes by introducing new developments and can demonstrate them as reports and presentations where appropriate.
- Support practitioners in reporting the population to promote health improvement and disease prevention.
- Makes referrals to appropriate agencies (statutory and voluntary) where necessary.

PROVIDING ASSESSMENT, SCREENING SERVICES, HEALTH EDUCATION ADVICE

These may include but not restricted to:

- Blood pressure checks.
- Ear syringing.
- Dressings.

- Routine immunisations and vaccinations (Under the restrictions of a PSD)
- Removal of sutures / clips.
- First registration checks / health surveillance / general health advice.
- Assisting with minor procedures in the treatment room.

ADMINISTRATION AND PROFESSIONAL RESPONSIBILITIES

- Produce accurate, contemporaneous, and complete records of service user consultations, consistent with legislation, policies and procedures.
- Participate in the administrative and professional responsibilities.
- Accurate and legible notes of all consultations and treatments are recorded in the service users notes.
- Ensure accurate completion of all necessary documentation associated with service user health care and registration.
- Restocking and maintenance of clinical areas and consulting rooms.
- Attend GPS mobilisation meetings.

TRAINING AND PERSONAL DEVELOPMENT

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.
- Training needs will be monitored by yearly appraisal and will be in accordance with GPS requirements. Personal development will be encouraged and supported by GPS.
- Act as a mentor for GPS clients as per the GPS brief.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.
- Develop and maintain a Personal Learning Plan.
- Regularly participate in clinical supervision.

LEADERSHIP – PERSONAL AND PEOPLE DEVELOPMENT

- Act as a clinical leader on behalf of GPS in the delivery of HCA services ensuring that the needs of the service users are a priority.
- Support worker development in order to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Maintain effective communication and active involvement in the planning and processes of practice-based commissioning or similar initiatives.

CONFIDENTIALITY

In the course of seeking treatment, service users entrust professionals with, or allow them to gather, sensitive information in relation to their health and other matters.

- Comply with Legislation with regards to data protection act and ensure confidentiality is always maintained.

- The HCA GPSA must regard all information relating to service users and their carers, and other healthcare workers (as well as information relating to the practice as a business organisation) as strictly confidential.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the client provider / GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality, data protection legislation and the protection of personal and sensitive data, as well as other related healthcare legislation (e.g. the NHS Confidentiality Code of Practice).

HEALTH & SAFETY

The GPSA will comply with policies, procedures and clinical guidelines for oneself and others. This includes but not limited to:

- Identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised.
- Identifying issues and hazards / risks in relation to other work areas within the business.
- Awareness of national standards of infection control and cleanliness, as well as ownership of infection control and clinically based care protocols and implementing them.
- Active observation of current working practices across the client provider in relation to infection control, cleanliness and related activities, ensuring that procedures are followed, and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities, raising them with appropriate management and managing those risks across clinical and patient processes.
- Safe management of sharps procedures, including training, use, storage, and disposal.
- Keeping own work areas and general / patient areas generally clean, sterile, assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other managers.
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Routine management of own team / team areas, and maintenance of workspace standards:
 - Waste management, including collection, handling, segregation, container management, storage, and collection.
 - Spillage control procedures, management, and training.
 - Decontamination control procedures, management and training, and equipment maintenance.

EQUALITY AND DIVERSITY

The HCA GPSA will support the equality, diversity and rights of service users, 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 procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of service users, carers and colleagues.
- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

- Support people who need assistance in exercising their rights.

QUALITY

The HCA GPSA will strive to maintain quality 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 service user needs.
- Effectively manage own time, workload and resources.

COMMUNICATION

The HCA GPSA should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES

The HCA GPSA will:

- Apply 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.