



JOB DESCRIPTION

Healthcare Assistant/ Receptionist (Combined Role)

Employing Organisation:	Solutions 4 Health
Contract Type:	Permanent
Salary:	£17,652 - £19,020, depending on experience
Reporting to:	Lead Nurse - Sexual Health
Location:	Herefordshire
Contract type:	Full time – 40 hours per week
Travel:	Travelling to various clinics across Herefordshire

Closing Date: **5th July 2019**

Please note: If you have not heard within 6 weeks of the closing date you have not been successful on this occasion.

JOB SUMMARY:

Solutions4Health is an innovative company with a passion and a track record for tackling health inequalities. We are looking to recruit an enthusiastic Healthcare Assistant who is motivated and supportive in achieving the development of Integrated Sexual Health Services.

The Healthcare Assistant/Receptionist will provide high quality, comprehensive day to day administrative and clinical support to the Integrated Sexual Health Services Team

If you feel you have you the drive, passion and expertise to deliver and support Integrated Sexual Health Services in our Award Winning, Dynamic Organisation, we would be delighted to hear from you.



VALUES:

The Health Care Assistant/Receptionist working in the Integrated Sexual Health team will act in a way which demonstrates our core values, mission statement and vision by putting them into practice with service users, other staff members and multi-agency partners.

DEFINITION OF THE ROLE:

A Health Care Assistant (HCA) is a member of the health care team who works under the supervision of a registered health or social care professional.

A HCA can undertake a range of roles within their overall job and their level of responsibility will be appropriate/ commensurate to the level of knowledge and skills they have acquired.

JOB PROFILE:

To participate, under the supervision of a Registered Nurse/ Midwife, in the delivery of patient care to a defined client group, in accordance with the philosophy of care which enables clients to maintain their skills and maximize the potential to achieve independence. Work as part of an effective and caring team.

The post holder works under the direct supervision of the Registered Nurse/ Midwife. They will work within the boundaries of their existing and developing skills at all times. The post holder is expected to maintain high standards of care, managing their time, tasks and resources effectively.

KEY WORKING RELATIONSHIPS:

- Clinic Manager
- Staff Nurses
- Members of the multi – disciplinary team
- Patients



MAIN DUTIES AND RESPONSIBILITIES:

The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

1. Skills:

- Under direct supervision assists with the delivery of care as described by the Registered Nurse
- Under supervision take and record the patient's observations (e.g. temperature,) as required
 - Adhere to the S4H Moving and Handling policy at all times
 - Report physical and psychological changes in patient's condition to the Registered Nurse, ensuring pain and distress are acted on promptly.
 - Report relevant information regarding the patient care to Registered Nurse
 - Assist the Registered Nurse in contributing to sensitively providing support to relatives/friends and support patients who have received bad news
 - Support the Registered Nurse in the provision of health promotion/ education

2. Housekeeping and Environmental Care:

Ensure the environment is clean, comfortable, safe, and welcoming to patients, relatives and all health care professionals.

- Clean and maintain equipment and make ready for use.
- To have an awareness of monitoring and maintaining stock levels of designated items.
- Keep all storage areas clean, tidy and in good order
- Report any faulty or broken equipment to the ward manager and label appropriately.
- Deliver specimens, test requests, notes or any charts as requested.

3. Education and Development:

- Undertake Departmental induction and orientation
- Complete associated competency booklet – completion time 2 months. Follow up action plan to complete this if required, by initial appraisal at 3 months
- Work with manager 3 months after taking up post, to undertake an appraisal and Personal Development Plan to set objectives and agree future competency achievement and development.

- Successfully complete the Essence of Care Programme
- Undertake NVQ Level 2 programme
- Attend relevant training in line with S4H policy.
- Actively participate in team meetings and team brief cascade of information.

4. Quality Improvement / Clinical Governance:

- Assist or participate in departmental and S4H initiatives or audits, related to Quality Improvement / Clinical Governance
- To participate in the orientation and educational programmes for new staff.
- The post holder is encouraged by the department to attend both personal and professional development activities that assist in their role and the service through negotiation with Department.

5. Communication:

- Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.
- Ensure all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental health conditions.

6. Professional Behaviour:

- Approach all patients in a caring and compassionate manner
- Demonstrate and be respectful to colleagues from all professions at all times
- Demonstrate the role of being a supportive and proficient team member



ADDITIONAL INFORMATION

Other Duties:

The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

All duties must be carried out under supervision or within Solutions4Health policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

The post holder will be required to work flexibly to meet the needs of the local population. This may include some evening and weekend work.

Information Governance

Employees of S4H must comply with the provisions of the Data Protection Act 1998. The post holder must not; either during the course of their employment, or following termination of their employment, disclose any information relating to service users or employees, or of the lawful business practices, of the organisation.

The post holder will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

The post holder must comply with S4H policies that protect the information assets of the organisation from unauthorised disclosure, modification, destruction, inappropriate access or use.

The post holder will be responsible for maintaining all clinical and/or corporate records that fall within the remit of this role to the standards in S4H's records management policies, and data quality processes and standards.

Health & Safety

Compliance with the Health & Safety at Work Act 1974 – the post holder is required to fulfill a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Safeguarding is Everyone's Business

S4H has a responsibility to ensure that all children, young people and adults are adequately safeguarded and protected. Therefore, all S4H employees, temporary staff and volunteers are required to adhere to S4H safeguarding policies and procedures in addition to local and national safeguarding policies and to act upon any concerns in accordance with them.

For children you should be aware of your responsibilities detailed in the 'Local Safeguarding Children Boards Child Protection Procedures' and for adults as detailed in



the Care and Support Statutory Guidance issued under the Care Act (2014).

Clinical Supervision

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development. Clinical Supervision will be monitored via agreed review and appraisal mechanisms.

Equality, Diversity & Human Rights

It is the responsibility of every person to act in ways to support equality and diversity and to respect human rights, working within the spirit and detail of legislation including the Equality Act 2010 and the Human Rights Act 1998. S4H is an equal opportunities employer and aims to challenge discrimination, promote equality and respect human rights.

Quality & Risk

S4H requires all of its employees to actively participate in quality improvement and risk management, both at a professional level and service level. The post holder will therefore be required to participate in quality and risk programs as an integral part of their position.

Confidentiality

S4H employees are required to exercise discretion and maintain confidentiality at all times according to Policy

Eligibility to Work in the UK

All applicants must be eligible to work in the UK. We only accept applications from candidates who are legally entitled to work in the UK.

Disclosure and Barring Service Check

All Solutions 4 Health employees either in direct contact with patients and/or with access to patient data are required to pass a Disclosure and Barring Service (DBS) check.

It is a requirement of this post that you undertake an enhanced DBS check, and you will be asked to complete and sign a Disclosure Form giving permission for the screening to take place. If you refuse to sign the form your appointment will not be progressed further.

No Smoking Policy

Solutions 4 Health has a No Smoking Policy, which does not allow smoking by staff or visitors on any of our premises.

Occupational Health Clearance and Immunisation

The post may be subject to Occupational Health clearance, and immunisation against certain diseases may be required. These will be discussed with you during the recruitment process where applicable.

PERSON SPECIFICATION

Health Care Assistant / Receptionist – Sexual Health Service

Description	Essential	Desirable	Assessment
Qualification			
Secondary Education	X		A
Willing to develop within the health and care NVQ framework	X		A, I
NVQ level 3 or equivalent experience		X	A, I
Demonstrable literacy and numeracy skills	X		A, I
Experience			
Interest or experience within a carer role/setting and/or experience providing customer care	X		A, I
Previous experience within a carer role/setting and/or experience providing customer care		X	A, I
Skills and Knowledge			
Caring skills	X		A, I
Ability to provide individualised care and empathy	X		A, I
Good organisational skills	X		A, I
Able to communicate effectively with patients, relatives and multi disciplinary team	X		A, I
Ability to work in a team	X		A, I
Able to demonstrate an awareness of the important of confidentiality / privacy and dignity	X		A, I
Keyboard/IT clerical skills	X		A
Housekeeping skills	X		A, I
ECDL		X	A
Able to demonstrate knowledge of equality and diversity	X		A, I
Personal Qualities			
Effective role model, demonstrating values of safety, respect kindness and excellence	X		A, I
Kind, caring attitude	X		A, I
Reliable/sensitive and personal Integrity	X		A, I
Flexibility in shift and working patterns to meet the need of the service	X		A, I

***Assessment will take place with reference to the following information**

A = Application form

I = Interview

C = Certificate

T = Test