

ROLE BRIEF

Department:	Outpatients
Job Title:	Health Care Assistant – Outpatients
Responsible To:	Outpatients Manager/Outpatient Coordinator
Location:	Crowborough
Key Duties:	<ul style="list-style-type: none"> • Prepare consulting rooms ready for use. • To provide the efficient service of the day-to-day running of the clinic's, ensuring notes and Xray are in place. • Carry out duties such as recording ECG, urinalysis, measuring weight and height, working out the BMI, taking base line observations including Blood Pressure, Pulse and Oxygen saturation, swabs, venepuncture, dressings, fitting of wrist braces, chaperoning. • Work within the multi-disciplinary team. • To become involved in the construction, implementation and evaluation of the patient integrated care pathways. • Receive and action enquiries from patients and colleagues both face to face and via the telephone. • As necessary using iSOFT Patient Administration System book patients in and out of the clinic's in the absence of bookings and customer services to ensure the patient receives the best service including checking of patient details, handling and checking of paperwork such as registration form/health questionnaire/ethnicity form, arranging x-ray's where necessary, logging of patient case notes, outcome form completing. • Ensure outpatients is effective and efficient with smooth running of clinics with a high emphasis on the provision of a good customer service and effective patient flow. • Receive patients/visitors into the area. • Ensure all patient information is available, up to date and accurate. • Liaise with bookings, customer services and clinical staff to ensure effective smooth running of clinics, ensuring that Consultant-specific requirements are carried out and in place prior to consultations. • To be proficient in safer patient handling and constantly being aware of the importance of using the correct techniques when moving patients due to their restricted mobility. • To be aware of their responsibility in relation to infection control policy

	<p>and procedures ie; effective hand washing technique.</p> <ul style="list-style-type: none"> • To attend all mandatory training sessions. • To extend their role under supervision following training. • To undertake NVQ II and III training, the Horder Centre Health Care Assistant Certificate in Competency and advanced competencies applicable to role.
Key Accountabilities:	<ul style="list-style-type: none"> • To actively function as part of the multi-disciplinary outpatient team to ensure the Horder Centre provides an excellent, high quality, seamless outpatient experience. • Deliver the highest standard of care and service for patients, visitors and staff. • In conjunction with the outpatient team and key stakeholders to identify, develop and improve working practices and service delivery
Key Knowledge, Skills and Experience:	<p>Must Haves</p> <ul style="list-style-type: none"> • Excellent literacy and numeracy skills • Willing to learn • Experience in customer care • Previous experience in a hospital setting • Able to prioritise and multi task • Able to undertake basic nursing duties including baselines • Must be willing to train and achieve in-house advanced competencies <p>Nice to Haves</p> <ul style="list-style-type: none"> • NCQ Level 1 or 2 • Care Certificate • Orthopaedic/Clinic experience • Phlebotomy experience • To be aware of the key issues in safeguarding children and vulnerable adults
Health and Safety:	<p>The Health Act 2008</p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not</p>

	<p>limited to):</p> <ul style="list-style-type: none"> • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
Equal Opportunities	<p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of : gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
Confidentiality	<p>You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person .</p>
Safeguarding	<p>You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm . Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.</p>
People Managers (if applicable)	<p>You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.</p>
Review	<p>Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.</p> <p>Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.</p>
Role Brief Agreement	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>

