

#CaringForYourCareer

JOIN  
OUR TEAM



**Job Title:** Healthcare Assistant  
**Department:** Outpatients  
**Location:** Crowborough and Eastbourne  
**Reporting Manager:** Outpatients Coordinator

<b>Job Summary</b>	<p>Working within a close-knit team of experienced and highly-skilled clinical individuals, you will be responsible for actively participating in and maintaining the highest standard of care to our patients to ensure an efficient and seamless service is provided at all times. You will play a key role in helping with patient care, from undertaking observations, ensuring patients maintain their own personal hygiene, and respecting their privacy and dignity at all times.</p>
<b>Key Duties   Accountabilities</b>	<ul style="list-style-type: none"><li>• Actively participate as part of the multi-disciplinary outpatient team to ensure the Horder Centre provides an excellent, high quality, seamless outpatient experience.</li><li>• Ensure clinics run smoothly including patient observations, appointment outcomes and relevant documentation.</li><li>• Assist patients and chaperone whilst clinical examination/procedures are being undertaken.</li><li>• Routine tasks related to the delivery of care to ensure our patient's health and well-being.</li><li>• Develop and improve working practices and service delivery in conjunction with the outpatient team and key stakeholders.</li><li>• Deliver the highest standard of care and service for patients, visitors and staff.</li><li>• Report any change in the patients' conditions to senior management and/or registered practitioners.</li><li>• Ensure that any maintenance issues, accident or risk is reported, the appropriate documentation is completed and the appropriate steps are taken to prevent recurrence.</li><li>• Assist with administrative duties, including answering the telephone, recording and relaying messages correctly and to ensure that all relevant documentation is completed regarding timesheets, sickness etc.</li><li>• Attend all mandatory training sessions and undertake relevant E-learning requirements.</li><li>• Understand limitations, and always seek advice from a registered practitioner or senior management.</li><li>• Undertake the Horder Centre Health Care and/or Therapy Care Certificate in Basic Competency and the Advanced Competencies when appropriate.</li><li>• Understand the principles of infection control and how to reduce the risk of infection by implementing standard precautions.</li><li>• Act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of the nursing profession and The Horder Centre.</li><li>• Ensure that you working ethic remains aligned to our core values as a group: Caring, Friendly, Quality, Integrity and Pride.</li></ul>



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<b>About You</b>	<ul style="list-style-type: none"> <li>• You will be a passionate and empathetic experienced professional, with excellent communications skills to help build those all-important and respected relationships with our patients and your colleagues.</li> <li>• Experience in patient care in a hospital or care setting</li> <li>• Excellent communication skills, both verbal and written</li> <li>• An NVQ Level 1, 2 and 3 or a willingness to train and work towards City &amp; Guilds/NVQs</li> <li>• Proactive and forward thinking, with a passion for continued learning.</li> <li>• Clinical skills such as venepuncture, suture &amp; clip removal, plaster removal, wound dressings, able to do ECG's are desirable</li> <li>• Prior experience in an orthopaedic clinic is desirable</li> </ul>
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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.

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.

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.

**Colleague name:** .....  
**Colleague signature:**.....  
**Date:**.....

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### The Health Act 2008

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. For further information, please speak with our Infection Control Specialist.

For clinical colleagues with direct patient contact, this will include (but is not limited to):

- 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.

Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Radar system.



### Equal Opportunities

At Horder Healthcare, we are proud to champion and celebrate diversity, equity, inclusion and belonging in all areas of our business. We are committed to creating an environment of mutual respect where equal employment opportunities are available to all applicants without regard to protected characteristics by applicable law.



### Safeguarding

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.



### Confidentiality

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.



### People Management

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.