

## ROLE BRIEF

<b>Department:</b>	Outpatients
<b>Job Title:</b>	Health Care Assistant – Outpatients
<b>Responsible To:</b>	Outpatients Manager/Outpatient Coordinator
<b>Location:</b>	Crowborough
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>• To actively function as part of the multi-disciplinary outpatient team to ensure the Horder Centre provides an excellent, high quality, seamless outpatient experience.</li> <li>• Deliver the highest standard of care and service for patients, visitors and staff.</li> <li>• In conjunction with the outpatient team and key stakeholders to identify, develop and improve working practices and service delivery</li> </ul>
<b>Key Duties:</b>	<ul style="list-style-type: none"> <li>• Prepare consulting rooms ready for use.</li> <li>• To provide the efficient service of the day-to-day running of the clinic's, ensuring notes and Xray are in place.</li> <li>• 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.</li> <li>• Work within the multi-disciplinary team.</li> <li>• To become involved in the construction, implementation and evaluation of the patient integrated care pathways.</li> <li>• Receive and action enquiries from patients and colleagues both face to face and via the telephone.</li> <li>• 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.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Receive patients/visitors into the area.</li> <li>• Ensure all patient information is available, up to date and accurate.</li> <li>• 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.</li> <li>• 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.</li> <li>• To be aware of their responsibility in relation to infection control policy and procedures ie; effective hand washing technique.</li> <li>• To attend all mandatory training sessions.</li> <li>• To extend their role under supervision following training.</li> <li>• To undertake NVQ II and III training, the Horder Centre Health Care Assistant Certificate in Competency and advanced competencies applicable to role.</li> </ul> <p><b><u>Quality</u></b></p> <ul style="list-style-type: none"> <li>• Participate in working groups as part of the Centre's quality improvement programme, as requested by the Outpatient Services Development Manager and/or Director of Operations.</li> <li>• Deal with customer complaints in a professional manner, involving more senior staff as required and following the Centre's complaints guideline.</li> <li>• Identify and propose improvements in service delivery based on customer feedback and own observations. Work with the Outpatient Services Development Manager, team members and others to implement process improvements.</li> <li>• Ensure a constant focus on the delivery of a high level of customer service, whoever the customer is identified to be.</li> </ul> <p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• To carry out any other reasonable duties as requested by senior staff.</li> <li>• To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare.</li> <li>• To act in such a manner as to satisfy public trust and confidence, to</li> </ul>
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	<p>uphold and enhance the good standing and reputation of Horder Healthcare.</p> <ul style="list-style-type: none"> <li>• To apply information security in accordance with the established policies and procedures of the organisation.</li> <li>• To take an active role in the Horder Healthcare 's staff appraisal system and action agreed goals and objectives.</li> <li>• You are required to apply security in accordance with established policies and procedures of the organisation.</li> <li>• To be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm, understanding their relation to the values of Horder Healthcare and to report safeguarding concerns to appropriate professionals, recording incidents accurately.</li> <li>• To adhere to all policies and procedures including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.</li> <li>• To take reasonable care for the health and safety of yourself and others that may be affected by what you do while at work and complete al mandatory training as required.</li> <li>• All staff should be aware of their responsibilities and role in relation to the Business Continuity Plan.</li> <li>• Infection Control and Hand Hygiene - All employees are required to be familiar with, and comply with, policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques and safe disposal of sharps.</li> </ul>		
<b>Key Knowledge, Skills and Experience:</b>	<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Excellent literacy and numeracy skills</li> <li>• NVQ level I</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 2</li> </ul>
	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Willing to learn</li> <li>• Experience in customer care</li> <li>• Working in a care or Hospital setting</li> <li>• Able to</li> </ul>	<ul style="list-style-type: none"> <li>• Orthopaedic/Clinic experience</li> <li>• Phlebotomy experience an advantage</li> </ul>

		prioritise and multi task	
	<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good communication and interpersonal skills</li> <li>• Able to undertake basic nursing care duties including baselines</li> <li>• Must be willing to train and achieve in-house advanced competencies</li> <li>• Proficient IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of service development</li> </ul>
	<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• To be aware of the key issues in safeguarding children and vulnerable adults</li> </ul>
	<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Flexible attitude</li> <li>• Reliable</li> <li>• Able to meet deadlines</li> <li>• Good sense of humour</li> <li>• Ability to work under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Innovative</li> </ul>
	<b>Our Values</b> Demonstrable ability to meet Horder Centre values	<ul style="list-style-type: none"> <li>• Caring</li> <li>• Friendly</li> <li>• Quality</li> <li>• Integrity</li> <li>• Pride</li> </ul>	
<b>Health and Safety:</b>	<p>The post holder will take due care at work, reporting any accidents or untoward occurrences.</p> <p>The organisation operates a “No Smoking” Policy.</p> <p><b>The Health Act 2008</b> Code of Practice for Prevention and Control of Healthcare Associated Infections You are required to ensure that you carry out your duties in a manner that maintains and promotes the principles and practice of infection</p>		

	<p>prevention and control in compliance with national standards, policies, guidelines and procedures.</p> <p>For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques and safe disposal of sharps.</p>
<b>Equal Opportunities</b>	<p>Horder Healthcare's Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee 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>
<b>Confidentiality</b>	<p>To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare.</p>
<b>Safeguarding</b>	<p>To be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm, understanding their relation to the values of Horder Healthcare and to report safeguarding concerns to appropriate professionals, recording incidents accurately.</p>
<b>Human Resources (management)</b>	<p>To manage establishment ensuring safe staffing levels at all times. Ensure all new recruits are effectively inducted into the department; ensuring mandatory training is complete and kept up to date. To monitor performance and absence, following policies and procedures. To process all HR related paperwork in a timely manner.</p>
<b>Review</b>	<p>This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder.</p>
<b>Special Conditions:</b>	<p>The duties and responsibilities described in this role brief may be subject to amendment to meet the business priorities. The post holder may be required to carry out additional tasks as required by senior colleagues.</p>
<b>Job Description Agreement</b>	<p>I have read this job description and understand the contents in 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 annual review, in accordance with the annual individual performance review.</p> <p><b>Colleague name:</b></p> <p><b>Colleague signature:</b></p> <p><b>Date:</b></p>