

JOB DESCRIPTION

1. **JOB TITLE** Healthcare Assistant
2. **LOCATION** Various GP Practices throughout Gateshead
3. **BAND/SALARY** Band 3
4. **CONTRACT** Zero Hours Contract
5. **JOB PURPOSE/SUMMARY|**

CBC Workforce Solutions are developing a Flexible Workforce Hub and are looking to recruit experienced Healthcare Assistants (HCA's). As an HCA, your role will be to support GP practices in Gateshead undertaking tasks as required in surgery such as health checks, assisting GP's and signposting patients as required.

You can choose shifts from 26 practices who we represent in Gateshead's Primary Care Network via our online rota system.

We believe in recruiting locally, to build stronger relationships with our partners and patients. We have a dedicated team based in Team Valley who will support applicants with the application and any training required.

6. **KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED**

- Patient facing work experience is essential
- Excellent verbal and written communication skills
- Ability to work as part of a team
- Excellent organisational skills and time management

7. **MAIN DUTIES AND RESPONSIBILITIES**

- Undertake, record and follow guidelines for tasks and procedures for which you have received appropriate training:
 - ECG recording
 - Phlebotomy
 - Blood pressure
 - Vaccinations
 - Aural care
 - Diabetic foot checks
 - Pulse rate and rhythm
 - Tympanic thermometer use/temperature recording
 - Height, weight and BMI

 - Chaperoning duties as needed (on completion of training)
 - NHS health checks

- Dealing with blood and body fluid spillages
- Processing lab samples
- Restocking consultation rooms and sterilising equipment
- Assist GP with specialist clinics such as implants, coils and minor surgery
- Handle sensitive and confidential information
- Use of clinical IT systems, and maintaining accurate patient records
- Recognise and report issues relating to safeguarding vulnerable children and adults

8. CONFIDENTIALITY

In the course of their work the post-holder may have access to confidential information relating to the company, its staff, stakeholders, and patients. All such information must be treated as highly confidential, and any breach will be subject to disciplinary action. In addition, the nature of this role may mean that the post holder also has access to information regarding local general practices and this should also be treated as confidential.

9. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Excellent communication skills with all staff including:
 - Directors of CBC
 - CEO of CBC
 - Divisional Managers
 - Staff of CBC
 - Regional Advisors
 - Gateshead Place based commissioning team/NE ICS/ICB
 - Local general practices
 - CBC Stakeholders
 - Confident communicator internal and external to the organisation
 - Ability to deal with difficult situations professionally

10. PERSONAL AND PEOPLE DEVELOPMENT

The post-holder will participate in any training implemented by CBC Workforce Solutions as part of their employment.

11. WORKING CONDITIONS:

- Frequent use of VDU
- Occasionally exposed to verbal/violence and aggression
- Face to face direct patient
- Remote clinical assessment/patient contact
- Working autonomously
- Working as part of a team
- Remote working/need to drive to work across locations.
- Regular interruptions when concentrating

12. HEALTH AND SAFETY RESPONSIBILITY

It is the responsibility of the individual to work in compliance with all current health and safety legislation and the company's Health and Safety Policy and to attend any training requirements both statutory and mandatory in line with the company's legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.

13. INFECTION CONTROL

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with the company's responsibility to comply with Government Directives, including COVID-19 regulations.

14. PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

CBC Workforce Solutions is committed to ensuring that all current and potential staff, patients, and visitors are treated with dignity, fairness, and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

15. PROFESSIONAL CODE OF CONDUCT

To abide by the Code of Practice of Professional body as published by the relevant regulatory body.

16. PARTNERSHIP WORKING

CBC Workforce Solutions delivers services with Partner organisations as part of Gateshead Care Partnership. The other Partner organisations are made up of, Gateshead NHS Foundation Trust (GHNFT), Gateshead Local Authority, and CBC Workforce Solutions.

Collaboration, mutual respect, and trust are fundamental to successful partnership working.

All staff employed into the company will frequently be working across organisational boundaries to ensure patient safety is paramount, and pathways of care are seamless and inclusive. All staff are expected to work professionally, respectfully and in collaboration with the partners and with frequent contact with voluntary and third sector organisations.

17. GENERAL

This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the company.

PERSON SPECIFICATION
Healthcare Assistant

Criteria	Description	Essential	Desirable	Method of Assessment	
Qualifications	Educated to GCSE Level or equivalent	✓		<i>A/C/I</i>	
	NVQ Level 2 in Health & Social Care or equivalent	✓		<i>A/C/I</i>	
	Phlebotomy accredited	✓		<i>A/C/I</i>	
Skills knowledge and experience	Patient facing work in an NHS setting is essential	✓		<i>A/I</i>	
	Excellent verbal and written communication skills	✓		<i>A/I</i>	
	Working knowledge and experience of undertaking NHS Health Checks	✓		<i>A/I</i>	
	Working knowledge and experience of undertaking ECGs	✓		<i>A/I</i>	
	Working knowledge and experience of administering b12 injections	✓		<i>A/I</i>	
	Knowledge of supporting patients with long term conditions	✓		<i>A/I</i>	
	Experience of providing care to diabetic patients through diabetic foot checks and blood glucose monitoring	✓		<i>A/I</i>	
	Knowledge and experience of hypertension and blood pressure monitoring	✓		<i>A/I</i>	
	Ability to work as part of a team	✓		<i>A/I</i>	
	Excellent organisational skills and time management	✓		<i>A/I</i>	
	Phlebotomy accredited and competent in taking bloods and safe management of samples	✓		<i>A/I</i>	
	Experience working within a GP practice			✓	<i>A/I</i>
	Working knowledge of EMIS			✓	<i>A/I</i>
	Knowledge and experience of uncomplicated wound care			✓	<i>A/I</i>
	Ability to follow practice policy and procedures	✓			<i>A/I</i>
Other	Flexibility of working days and hours including extended hours	✓		<i>A/I</i>	

	provision/able to travel to different locations at short notice			
Assessment will take place with reference to the following information				
A = Application form I = Interview P = Presentation T = Test C = Certificate				