

## JOB DESCRIPTION

1. **JOB TITLE** Health Care Assistant
2. **LOCATION** Queen Elizabeth Hospital Gateshead / Blaydon Primary Care Centre / Bede Centre
3. **BAND/SALARY** **Band 3** / £11.67 - £12.45 per hour  
(with enhancements for unsocial hours, weekends and bank holidays)
4. **CONTRACT** Zero hours contract- flexible hours will include unsociable hours and weekends

### 5. **JOB PURPOSE/SUMMARY**

The post holder will be responsible for directly supporting The Urgent primary Care Team with a range of delegated duties including hands on delivery of nursing procedures, patient care. Some administrative and co-ordination of services to meet the UPC/extra care and patient needs.

The duties will be carried out in a variety of settings at QE Hospital and across the community of Gateshead. Under the supervision and guidance of a senior clinician however, the post holder will be expected to work alone with access to professional advice and guidance when required.

The post holder will provide vital support to the Primary Care team with integrated seamless services within community settings working in partnership with local authorities, other health care providers, GP practices and the acute Trust.

The post holder will work with UPC Clinical Lead, Service Managers, and the multidisciplinary team, they will also liaise with multiple stakeholders in order to ensure that the day-to-day co-ordination and delivery of service is in a timely and professional manner.

The post holder will play a key role in supporting the team with a range of interventions and nursing tasks which enable the patient to receive the optimum care health outcomes at the earliest point of contact. There will be a need to understand and undertake administration and co-ordination tasks within the GP and clinical team as and when required. The post holder will work with minimal supervision, demonstrating the ability to use initiative, utilise IT systems and ensure effective and timely in a professional manner.

### 6. **ORGANISATIONAL VALUES**



## 7. KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

- Good standards of general education- minimum of 4 GCSE's or equivalent including Maths and English Language.
- Educated to NVQ level 3 as a minimum in a health and social or equivalent knowledge/experience
- ECDL qualification or equivalent knowledge/experience (or working towards)
- Knowledge of computer packages: Word, Excel, Access, Outlook, PowerPoint Emis, and Microsoft Projects.
- Working knowledge of Data Protection and Caldicott Principles
- Ability to prioritise own workload
- Ability to work on own initiative
- Ability to work without supervision
- Ability to communicate effectively, either verbally or electronically with a wide range of professionals, wider stakeholders and members of the public.
- Experience of working independently.
- Experience of working to tight deadlines
- Experience of working in a Healthcare/Social Care Environment.
- Experience of providing clinical care in a community / primary care / care home setting
- Have the ability to travel across multiple sites as required to meet the needs of the service
- Evidence of accurate record keeping
- Daily requirements to sit at desk and use computer/VDU for multiple purposes.
- Frequent periods of concentration when collecting information, developing plans, writing reports and detailed scheduling in a climate with many competing priorities.
- Ability to switch tasks as a result of managing multiple demands on time and the potential for frequent interruptions.
- Ability to act independently, decisively, and effectively within the team.
- Have a flexible approach to work in a primary care service

## 8. MAIN DUTIES AND RESPONSIBILITIES

- Implements individual nursing care packages to patients in a variety of primary care settings under the general supervision of a registered nurse / senior clinician / GP.
- Establish and maintain communication with people on routine and operational matters which includes reporting to the service manager in charge at agreed times, using appropriate communication systems, identifying significant changes in patient condition.
- Maintain written records to an agreed standard and display a positive and considerate approach to patients and their families / carers. Liaison with senior staff regarding patients.
- Support the team to provide high standards of patient care.
- Provide clinical care following training and agreed protocols, e.g. simple dressings, phlebotomy, BP monitoring, ECG recording, MECC principles and support qualified staff with clinical procedures as and when required
- May be required to chaperone- after training
- Develop own skills and knowledge and provide information to others to help their development. Keep up to date with the Company policies and procedures and attend statutory training as required.
- Assist in maintaining own and others health, safety and security and be responsible for reporting and actively co-operating in the application of the Company's health and safety policies and procedures.

- Work collaboratively as a team member with colleagues, recognising and valuing each person's contribution to the team.
- Ensure own actions promote quality and alert others to quality issues.
- Ensure own actions support equality, diversity, and rights.
- Act in such a way that is consistent with employers' procedures and respect each patient need for confidentiality and maintenance of his / her dignity and individuality.
- Assist in assessing people's health and wellbeing and related needs as agreed with the team and communicate any changes to the caseload holder.
- Perform routine tests and tasks related to investigations and reporting e.g. Undertake diagnostic tests, following training which may include: - Venepuncture, BP Monitoring, Pulse Oximetry, blood glucose monitoring.
- Apply technology for measurement, monitoring and treatment e.g. ECG's, spirometry.
- Apply standard principles of infection control to all activities at all times
- Exercise excellent communication skills with a wide range of stakeholders.
- Daily use of EMIS /Astra clinical systems
- Maintain a courteous helpful attitude and respect confidentiality.
- Ensure access to safe disposal of waste according to Trust/company Policy

#### **General Duties:**

- To undertake training and development.
- To maintain personal competency and appropriate development to meet the needs of the role.
- To carry out the duties and responsibilities of the post in accordance with CBC Health Federation policies.
- Required to comply with all relevant national and local statutory and mandatory requirements including Health & Safety and Infection Control
- Must be flexible in their approach to work
- Must demonstrate compassion to others
- Support the Urgent Primary Care team with a variety of HCA activities to deliver the highest quality care to patients

### **9. 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.

### **10. 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

#### **11. PERSONAL AND PEOPLE DEVELOPMENT**

The post-holder will participate in any training implemented by CBC Health Federation as part of their employment. The post holder will support junior or trainees.

#### **12. WORKING CONDITIONS:**

- Frequent use of VDU
- Occasionally exposed to verbal/violence and aggression
- Face to face direct patient contact
- Working autonomously
- Working as part of a team
- Remote working/need to drive to work across locations.
- Regular Interruptions when concentrating
- Competing priorities- time constraints
- Working in a variety of settings in QE and primary care facilities
- May be required to stand/sit /kneel to undertake the role
- Will be required to work a variety of hours in and out of hours in a variety of settings, including weekends and bank holidays

#### **13. 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.

#### **14. 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.

#### **15. PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY**

CBC Health Federation 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.

#### **16. PARTNERSHIP WORKING**

CBC Health Federation 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 Health Federation. 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**  
UPC HCA

Criteria	Description	Essential	Desirable	Method of Assessment
<b>Qualifications</b>	Good standards of general education- minimum of 4 GCSE's or equivalent including English Language and math's.	✓		<i>A/C/I</i>
	Educated to NVQ level 3 in health or social care or equivalent knowledge/experience	✓		<i>A/C/I</i>
	ECDL qualification or equivalent knowledge/experience (or working towards	✓		<i>A/C/I</i>
	Phlebotomy and Venepuncture – adult (Paediatric desirable)	✓		<i>A/C/I</i>
	NVQ 4 in health or social care		✓	<i>A/C/I</i>
<b>Skills knowledge and experience</b>	Ability to take routine observation including Blood pressure, oxygen saturations and blood glucose monitoring	✓		<i>A/I</i>
	Knowledge of computer packages: Word, Excel, Access, Outlook Emis. Emis Community and PowerPoint	✓		<i>A/I</i>
	Knowledge of Data Protection and Caldicott Principles	✓		<i>A/I</i>
	Ability to communicate accurately verbally and in writing with a wide range of people.	✓		<i>A/I</i>
	Ability to prioritize workload	✓		<i>A/I</i>
	Ability to work on his/her own initiative	✓		<i>A/I</i>
	Ability to work without supervision	✓		<i>A/I</i>
	Ability to compose accurate records	✓		<i>A/I</i>
	Ability to communicate effectively and with a wide range of professionals and members of the public.	✓		<i>A/I</i>
	Working knowledge of Data Protection and Caldicott Principles Experience of working independently	✓		<i>A/I</i>
	Experience of working to tight deadlines	✓		<i>A/I</i>

	Experience of team working	✓		A/I
	Experience of Simple dressings and wound care	✓		A/I
	Experience of providing hands on care in a community setting	✓		A/I
	Experience of working in a Healthcare/Social Care Environment.	✓		A/I
	Knowledge of computer systems/programs (Databases, PowerPoint, word document)	✓		A/I
	Experience in using EMIS		✓	A/I
	Knowledge of Healthcare IT System		✓	A/I
<b>Other</b>	Must be able to meet the travel requirements of the role	✓		A/I
<b>Assessment will take place with reference to the following information</b>				
<b>A = Application form    I = Interview    P = Presentation    T = Test    C = Certificate</b>				