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Job Description & Person Specification

Job Title	Healthcare Assistant – Urgent Treatment Centre
Location	Princess Royal University Hospital Urgent Treatment Centre
Reports to	Service Manager (administratively) and Lead Emergency Practitioner (clinically)
Company	Greenbrook Healthcare

Job Summary:

To provide support to health care professionals within the multi-disciplinary team by performing functions under the guidance of the clinician to whom they are assigned.

Key Responsibilities:

Clerical

- To receive all visitors of the Urgent Treatment Centre with courtesy and efficiency, directing them as appropriate and acting as a focal point for enquiries.
- To book patients in as required in the appropriate IT system
- Book x-ray appointments for patients requiring an x-ray on PAS system
- Book other appointments as requested by the doctor or nurse.
- Directing calls to appropriate extensions, dealing with telephone enquiries and recording messages when required.
- To support patients to make appointments with own GP practice when appropriate.
- To support non-registered patients to register with a GP locally.
- Assist the urgent care centre to achieve both local and national agreed targets.
- Support the urgent care centre in the reduction of patients presenting at emergency

department.

- Review and update reception information as required for the benefit of the public and staff.
- Liaise with health professionals to develop effective mechanisms in managing the appointment system.
- Provide a comprehensive clerical support to all professionals based in the clinic/department in line with administrative procedures.

- Carry out photocopying and faxing duties for clinicians.
- To order, maintain and put away the stock for the UTC.
- Implement and maintain the clerical and filing systems and the transfer of patient information within the UTC
- To communicate with therapy staff, health promotion and other professionals to ensure all public display notice boards are renewed and kept up to date.
- To assist in ensuring that Health & Safety policies and procedures are followed within the urgent care setting.

- To assist in keeping the reception/waiting room area tidy at the end of each day.
- To participate in training and development as required and to ensure that resources are used to full potential.
- To work alongside and support the Lead Administrator to help implement new systems and procedures within the clinic/department.
- To work in co-operation with all administrative staff within the hospital to encourage teamwork to support and help each other to maintain a smooth running, professional service to the public and professional staff.

Clinical

- Assist with all aspects of patient care following instruction from and under supervision of the assigned clinician
- Moving and handling of patients using appropriate techniques acquired from training
- Assemble procedure trolleys as required
- Have oversight of the medical equipment used at the Urgent Treatment Centre, for instance organising replacements and calibration
- Ensure all appropriate stores are available and restocked
- Report all adverse signs, symptoms and observations to the clinician responsible for the patient
- Demonstrate basic life support skills after training

- Appreciate the need for patient privacy and dignity at all times
- To act as a chaperone when necessary
- Deliver care in accordance with defined standards and ensure that those standards are maintained

Policies & Guidelines

1. Awareness of and compliance with all relevant company policies/guidelines, e.g. prescribing, confidentiality, data protection, health and safety, safeguarding
2. To participate and contribute to operational policy making, attending appropriate meetings and representing the UTC as required.
3. Ensure service development and delivery follows local and national guidelines, for example and where applicable **Enhanced Service** agreements and contract key performance indicators.
4. Ensure that the UTC complies with NHS / CCG / NHS England contractual obligations in relation to patient care

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following rules and regulations that may from time to time be in force and ensure full understanding of those rules and regulation relevant to the role.

Our Values

- To act in accordance with “Our Values” at all times in delivering their role, ensuring reliability, respect, trust, integrity, timeliness and innovation is a fundamental part of their behaviour.

Policies and Procedures

- At all times the job holder must act in accordance with the Company’s policies and regulations. Breach of the policies may lead to Disciplinary action.
- Ensure compliance with Group Information Security Policy and Staff Information Security Handbook.

Continuous Personal Development

- To contribute to their own personal development and participate in an appraisal and regular performance reviews.

Conduct

- To demonstrate professional and ethical behaviours at all times when liaising with internal and external colleagues.
- To ensure no misuse of IT equipment or equipment belonging to the organisation.

Confidentiality

- Under the Data Protection Act 2018, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

Equality and Diversity

- Actively promote equality and diversity and encourage colleagues to do the same.

- Direct staff as necessary to ensure compliance with the Companies policies to ensure no discrimination occurs irrespective of gender, age, marital status, disability, sexuality, race, colour, religion, ethnic or national origin.
- Support a zero tolerance approach to bullying and harassment in all forms, and to lead by example in this area.

Health, Safety & Security

- Comply with the Companies health and safety policies, procedures and guidelines and ensure that appropriate arrangements are in place.

Hours of Work

- The Company is operational 24 hours a day, 365 days a year. Part of the normal working period may be outside of normal office hours.
- You may be required to participate in some out of hours work to support business needs and developments.

Safeguarding

- It is the responsibility of every member of staff to safeguard and protect vulnerable adults from abuse. All staff are expected to undertake mandatory training relevant to the role. All staff should familiarise themselves with the Companies Policy on “Safeguarding Vulnerable Adults” which is available on the intranet.
- The Company is committed to the safeguarding of children and young people and has signed up to across all services with which the post holder must be familiar with and adhere to.

Person Specification:

Attribute/Skills	Essential <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	Desirable <i>(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)</i>	Measurement A/C/P/R/T
Qualification & Skills	<ul style="list-style-type: none"> • Good general education, educated to NVQ level 2 or equivalent • Working knowledge of Microsoft Office including Word, Excel and Outlook • Knowledge of medical terminology 	<ul style="list-style-type: none"> • NVQ level 3 or equivalent 	A/C/I
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working in a reception/administrative environment and working with computerised data systems • Demonstrable experience of working in an HCA position within a healthcare environment • Previous experience of effective team working • Experience using filing systems 	<ul style="list-style-type: none"> • Previous NHS or Public Sector environment experience • Knowledge of healthcare computer systems, for example Aadastra and PIMMS 	A/C/I/R
Skills and abilities	<ul style="list-style-type: none"> • Ability to keep calm under pressure • Good written and verbal communication skills • Excellent time management skills • Excellent organisational skills • Ability to support healthcare professionals within the multi-disciplinary team • Good numeracy skills • Ability to take responsibility regarding the delivery of patient care 	<ul style="list-style-type: none"> • Competence in typing – accurate • IT skills, particularly Windows applications (Word, Excel and Outlook) 	I/R
Physical Skills	<ul style="list-style-type: none"> • Able to pass pre-employment checks 		P

A – Application Form C – Certificate I – Interview P – Pre-employment Screening R – References T – Tests/presentation

This job description and person specification reflects the current requirements of the role. As objectives, duties and responsibilities change and develop; the job description will be reviewed and amended or updated as required.

Approved by:
Date approved:
Reviewed:
