

Job title	HEALTHCARE Assistant
Clinical unit	OPD
Base	SANCTA MARIA HOSPITAL
Managed by	OPD Manager
Accountable to	Head of Out Patients

About HMT

At the Healthcare Management Trust (HMT), we are committed to delivering the highest quality healthcare and understand that our well-trained, passionate team of employees lie at the heart of delivering the service our patients and residents expect.

Our team of employees share our vision to provide world class healthcare, and we continuously improve the skills within our workforce to ensure we maintain our position within the healthcare sector. We know our team have a wealth of knowledge and experience, and by working together we develop an exciting and innovative workplace.

Job Summary

- To be responsible for the general, clerical, administrative duties of the Outpatient Department.
- To support the Outpatient Manager to provide a seamless journey for the Patients and Outpatient team.
- Ensure patient safety is maintained and patient experience is positive by treating all patients, relatives and colleagues with respect, dignity and courtesy in accordance with HMT’s values.
- Ensuring that at all times you act within your sphere of competence and adhere to HMT’s policies and procedures.

Main Duties and Responsibilities

- To work independently, with delegated responsibility, undertaking duties in relation to patient care and departmental administration/organization with direction and supervision from a Registered Nurse (RN) and the Outpatient manager.
- To be responsible for ensuring all relevant enquiries referring to the Outpatient department are handled efficiently and effectively, liaising with patients, Consultants and other relevant hospital staff.
- To work as a member of the multidisciplinary departmental team providing excellent customer service to patients and their relatives
- Demonstrate effective communication skills with patients and their relatives within the departmental team, providing emotional support of patients who may be anxious, upset, frightened or worried for any reason
- To demonstrate behavior and attitudes appropriate to a professional working environment which promotes the ethos of HMT and Sancta Maria Hospital
- Be adaptable, flexible and responsive to the changing needs of the hospital
- Participate in department resource management
- Maintain a clean and safe environment for patients and ensure follow HMT’s Policy regarding Infection Control and Prevention.
- Report adverse incidents in accordance with HMT’s policy

- Record and report information onto patient administration systems in written and electronic format, including assisting generic admin duties to assist the team.

Communication

- Promote and demonstrate effective verbal and non-verbal communication at all times with patients, relatives and colleagues recognizing the need for tact, consideration and confidentiality.
- Answer telephone calls, take messages, and refer calls as appropriate whilst adhering to confidentiality requirements
- Demonstrate excellent communication skills, written and oral
- Be able to motivate and support others and encourage effective team working
- Communicate all relevant information to colleagues
- Reporting to the OPD department manager.

Planning & Organizing

- Exhibit excellent time keeping
- Complete patient records/care pathways, in keeping with own capabilities
- Prepare Outpatient rooms ready for clinics
- Monitor/maintain stock levels, replace/replenish as required
- To perform daily patient list checks, ensuring that the manual patient list matches the information on 'Compucare.'
- Maintaining necessary records and statistics and ensuring the filing system is up to date.
- Have high access to highly confidential information and the need to respect this confidentiality is of the utmost importance.

Analytical

- Understand the importance of audits and how they aim to safe guard high quality care of patients. Also participate in departmental meetings.
- Be able to react appropriately to changing demands and situations, working as part of the team to be flexible and accommodating as appropriate.

Quality Governance

- Recognise the need to participate in ongoing personal development by attending essential training for the role. Participate fully in the Appraisal and Development Review Process.
- All staff have an individual responsibility for creating accurate records of their work, making entries into, and managing all patient records effectively in line with all the health record keeping policies and procedures in order to meet the hospitals legal, regulatory and accountability requirements.

Tasks Specific Skills

- To perform daily patient list checks, ensuring that the manual patient list matches the information on 'Compucare.'
- To maintain accurate records for patients using 'Compucare'.
- To assist Consultants with referral letters, results or extra information is required.
- Act as a chaperone in line with HMT's chaperone policy.
- Undertake phlebotomy, processing samples in a timely efficient manner.
- Liaise with outside organizations for collection and analysis of specimens.
- To assist Consultant with minor op procedures, eg. Dermatology minor op procedures and prepare a sterile field for all Outpatient and Radiology procedures

- To keep filing and scanning of patient information up to date.
- To use Indigo, Cyberlab and Medview systems to retrieve results.
- To support the Consultant when obtaining consent from patients, checking all information is correct before patient gives consent.
- Setting up of the Echocardiogram and Ultrasound Machine.
- To ensure Consultant room billing is up to date and correct
- Ensure the comfort, privacy, dignity and safety of patients, clients and their families and be empathetic to cultural religious beliefs
- Ensure clinics are set up, and there is adequate stock to run the clinic.
- Maintain confidentiality, equality and dignity at all times
- To promote a safe working environment at all times, eg undertaking the daily fridge temperature audit. assisting in the safe use and maintenance of equipment, reporting untoward occurrences in line with hospital policies and procedures and informing a registered nurse of any behavior by others which is perceived to be harmful, violent, aggressive, derogatory or discriminating of others
- Demonstrate commitment to training and development by taking every reasonable opportunity to maintain and update knowledge, competence and skill and assisting new members to the team by demonstrating own duties in a professional manner
- Be up to date with competencies and relevant training before completing specific patient care tasks
- Have basic life support training
- Moving and handling passports.
- Maintain appearance and behavior in accordance with HMT's uniform policy
- Comply with HMT's policies and procedures

Training and Professional Development

- Desire to deliver compassionate hands on care in the hospital/ outpatient environment
- Always work under the direction of a registered nurse
- Up to date with any mandatory training e.g. E-learning and courses provided by HMT.

Health & Safety

- To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions
- To co-operate fully in discharging HMT policies and procedures with regard to health and safety matters
- To immediately, report to their manager any shortcomings in health and safety procedures and practice
- To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident / incident form
- Ensure correct personal protective equipment is used

General

Equality & Diversity

Be aware of need for own personal development and be prepared to attend and undertake any necessary training, being aware of the need to develop oneself and to strive to increase personal knowledge.

Contribute to making the clinical environment conducive to learning and development where individuals feel able to discuss ideas and action as well as showing initiative.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Safeguarding

Sancta Maria Hospital is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employee Benefits

27 Statutory days' holiday plus bank holidays
 Contributory pension, private medical insurance.
 We regularly review our employee benefits package, which includes our group personal pension plan and private medical cover.

Notes

This is an outline job description setting out general responsibilities and tasks the post-holder may be required to undertake. It is not comprehensive and the post-holder may be required to carry out other duties and responsibilities from time to time as determined by HMT. The job description will also be subject to change in-line with the needs of the Hospital and the Organisation.

Staff will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the staff handbook and will be required to follow HMT policies and procedures.

Staff have a contractual duty to ensure that mandatory training is current and will be expected to participate and undertaken further developmental training specific to their role.

Skills/Competencies/Qualifications

- BTEC or equivalent (NVQ) Level 2 qualification in Health and Social Care/Clinical Health
- Special/vocational training or equivalent experience.
- Minimum of GCSE English and Math's

Candidate Profile

Criteria	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Experience of working in a healthcare environment • Numeracy and literacy skills • Basic IT skills, including WORD and Outlook 	<p>Already obtained or working toward BTEC/NVQ level 2 Health and Social Care</p> <p>Current Basic Life Support certificate</p> <p>Basic wound care training</p>
Experience	<ul style="list-style-type: none"> • Interpersonal and communication skills • Experience in providing care 	Ability to undertake clinical observations
Knowledge & Technical Ability	<p>Able to:</p> <ul style="list-style-type: none"> • Act as a team member within the OPD and pre-assessment 	

	<ul style="list-style-type: none"> • Assist other members of the team maintain a safe environment • All Wales Passport for the Manual Handling and moving of patients (or similar) 	
Skills	<ul style="list-style-type: none"> • Able to prioritize workload • Effective time management skills • Ability to use initiative • Effective interpersonal skills • Ability to work independently and as part of a team 	<p>Trained in applying an ECG machine</p> <p>Trained or willing to train in phlebotomy</p>
Communication	<ul style="list-style-type: none"> • Excellent communication skills, written and oral • Able to motivate and support others • Encourage effective team working • Understands the importance of confidentiality and dealing with sensitive information 	

Job Description Agreement:

Job Title: **Healthcare Assistant OPD**

Department: **OPD**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature _____ Date: _____