



# OneMedical Group

## JOB DESCRIPTION

<b>Job Title</b>	Healthcare Assistant
<b>Location</b>	As outlined in Contract of Employment
<b>Report to</b>	Clinical Service Manager
<b>Hours</b>	As outlined in Contract of Employment (Additional hours may also be required to cover holidays, sickness and busy periods)

## JOB SUMMARY

At OneMedical Group we believe in great people being set up to succeed. We thrive when our people thrive.

The job holder will have to work under the supervision of the registered professional, delivering high standard care in a safe environment that meets the patients' needs, whilst maintaining privacy and dignity. The Healthcare Assistant will work as part of the Multi-Disciplinary Team (MDT) to support the smooth running of the urgent care service, aiding the clinical team and providing advice and care to patients whilst developing new skills.

The post holder will seek to make a positive difference at work every day and believe in the culture and vision of the company; to improve lives for patients, our colleagues and our communities by putting people first, working together towards a better future.

## KEY WORKING RELATIONSHIPS SUMMARY

**Clinical Service Manager:** The post reports directly to the Clinical Support Manager

**Service Coordinator:** The post will report operationally to the Service Coordinator, particularly in relation to the authorisation of any operational requests

## JOB RESPONSIBILITIES

### Clinical Duties & Support

- To undertake specific skills to include, amongst others: phlebotomy, electrocardiogram (ECG), bladder scanning, application of casts, recording of vital sign measurements and dressings using aseptic technique
- At the instruction of the registered professionals, request tests and investigations via the appropriate channels.
- Support professionals with clinical activities by preparing the patients, offering support to the patient and professional and assisting to recover from specific procedures.
- Encouraging patients to consider changing their behaviour by providing information and practical support on a one to one basis.





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- Helping patients to understand the adverse impact on making poor health choices.
- Encouraging people in different communities to work together.
- To re-stock clinical areas as needed
- Assist registered professions in administrative duties including data entry and use of IT systems
- Attend team huddles
- Ensure diagnostic requests are expedited promptly and escalate any delays to the appropriate person.
- To promote health and screening awareness in relation to primary prevention.
- To participate in the development and implementation of service/CCG guidelines and protocols.
- Attend training events to maintain professional development.
- Ensure confidentiality is maintained at all times as per Caldicott requirements
- Covering reception duties where required
- Undertake, record and follow guidelines for the tasks for which you have received appropriate training
- Urinalysis and preparation of specimens for investigation by the pathology laboratory
- Support and monitor patients during nebulisation therapy
- Undertake spirometry under indirect supervision
- Prepare and maintain environments and equipment before, during and after patient care interventions
- Assist in raising awareness of health and well-being, and how it can be promoted
- Give accurate and appropriate information to patients and groups within own competence
- Where appropriate, provide support and encouragement to patients to self-manage their conditions
- To gain the underpinning knowledge and practical skills to administer basic life support

## Management

- Take a role to provide high quality patient care.
- Take an active role in clinical governance
- Provide evidence of ongoing personal development through appraisal and review.
- Have an understanding of and access to OnePrimaryCare/CCG policies and infrastructure
- To be aware of and utilise risk management strategies (clinical and organisational)
- Attend service/team meetings
- Liaise with the providers of care and agencies
- Set up and monitor developments in own practice.

## Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:





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- Communicate effectively, professionally and by example with other colleagues, senior teams and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly
- Communicate to others in line with company values

## Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with OneMedicalGroup procedures and policies and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

## Quality

The post-holder will strive to improve and maintain quality, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

## Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:-

- Using security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

## Confidentiality





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- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, OneMedical staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.
- The post holder will be required to adhere to their confidentiality agreement at all times.

## Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.



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