|  |  |
| --- | --- |
| Job Title | Healthcare assistant |
| Equivalent band  | Band 3 |
| Area | Outpatients  |
| Accountable To | Director Of Nursing/ Matron  |
| Reports To | Senior staff Nurse  |
| Direct Reports | N/A |
| Hours | Full Time 37.5 Per Week Mon – Fri /Sat |
| Key Working Relationships: | Patients and RelativesOutpatient TeamPOAWard Staff Allied Health ProfessionalHotel ServicesFront of HouseStores CateringMedical TeamsGovernance TeamInfection Control TeamHeads Of Departments. |

**JOB SUMMARY**

1. Provides day-to-day clinical and administrative assistance to the Outpatients department.
2. Provide cover for scheduled phlebotomy rounds in the Hospital, interact with patients and support staff in the Outpatient Department.
3. To assist in the maintenance of a safe, clean and comfortable outpatient environment.

**ROLE AND RESPONSIBILITIES**

**CLINICAL**

1. Receive, screen, and register patients attending out-patients..
2. Assist with routine medical procedures, as appropriate to training and competency.
3. Perform clinical tasks appropraite to level of traininag and competency e.g. : Vital signs, ECG, chaperoning, wound dressings and suture removal.
4. Provide cover for scheduled phlebotomy rounds in the hospital and process requests in a timely manner.
5. Documetation of clinical tasks such as: chaperoning, logging of bloods undertaken and procedures.
6. Assists with the ordering and maintaining of inventories of stock, as required supporting day-to-day outpatient department clinical and administrative operations.
7. Provide day-to-day administrative support for the outpatient department
8. Assist in maintaining the cleanliness and serviceability of outpatient department facilities and equipment; arranges for maintenance and repair as needed as per hospital policy.
9. To assist the registered nurse in welcoming and orientating patients to the outpatient department.
10. To assist patients with additional support needs e.g. limited mobility, dementiaas required.
11. To escort patients to other departments within the Hospital e.g. Imaging, physiotherapy if required
12. To contribute to the well being of the patient, ensuring his/her comfort and dignity is maintained at all times and relating to them in a compassionate, informative and professional manner.
13. To ensure that all duties are carried out safely and to the highest possible standard under the supervision of the qualified nursing staff, and in accordance with current guidelines within the area of work.
14. To act as a chaperone as required by clinicians and patients

**General**

1. To be aware of the responsibilities of all employees to maintain a healthy and safe environment for patients, relatives and staff.
2. To be able to initiate emergency procedures as appropriate e.g. fire, security, cardiac/ respiratory arrest
3. To assist the qualified nursing staff in the implementation of hospital policies and procedures.
4. To be aware of his/her boundaries of work to prevent harm to the patient, understand the term ‘Duty of Care’ and to always act in the best interests of the patient/client.
5. To maintain confidentiality at all times.
6. Be aware of personal responsibilities with regard to the Hospital polices and procedures and relevant EC directives and comply with them.
7. To attend and contribute to departmental and other meetings as required.

**Education**

1. To complete the Hospital and department specific induction and orientation program.
2. To only use equipment or undertake any task or element of care that he/she has been assessed as competent by an appropriately trained person.
3. To identify own developmental needs and identify how these might be met in order to keep up to date with current practice.
4. Attend lectures and informal teaching sessions relevant to area of work.
5. To comply with any manadatory training requirements stipulated by the hospital.

Communication

1. To use the telephone effectively to make courteous, clear and concise phone calls when requested and to take clear legible messages for patients and members of staff.

2. To maintain concise and accurate communication with patients, their relatives, visitors, other departments and the multi-disciplinary team.

3. To inform senior nursing staff of any concerns or complaints raised by patients, relatives or their carers.

4. Report immediately to a member of clinical staff any acts of omission or errors to safeguard the interests of the patient/client.

This job description is intended as a guide to the general scope of duties and is not restrictive or definitive in any way and may be subject to review.