



## King Edward VII's Hospital

### Job Description

#### Healthcare Assistant - Band 3

<b>Job Title:</b>	Healthcare Assistant/Phlebotomist
<b>Department:</b>	Outpatient
<b>Report to:</b>	Outpatients Nurse Manager
<b>Hours:</b>	Monday to Friday (0800-2000) some Saturdays (1000-1700)
<b>Contract:</b>	<b>Permanent</b>
<b>Salary:</b>	<b>£29,532.25</b>

---

#### Position Overview:

In this role, you will provide essential support across a range of specialty clinics including but not limited to Urology, Gynaecology, Dermatology, and Plastic Surgery. As an outpatient HCA, you will work to ensure our patients receive high standards of patient care. This position is ideal for individuals with previous outpatient experience seeking to enhance their skillsets. We are located in the heart of London and within walking distance to Bond Street Station, Regents Park Station, or Baker Street Station.

#### Key Responsibilities:

##### Patient Care:

- Assist patients in preparation for consultations and procedures across various specialty clinics including gynaecology, ENT, Ortho, Dermatology, plastics, Gastro, and General Medicine
- Provide personal care and support, including mobility assistance, hygiene support, and other daily activities as needed.
- Monitor patients' conditions and report any changes to the nursing staff.
- Provide emotional support and relevant information to patients and their families.

##### Clinical Support



- Perform basic clinical tasks such as taking vital signs, phlebotomy, and ECGs, and assist with specialised procedures as needed.
- Prepare and maintain clinical areas, ensuring they are clean, well-stocked, and ready for patient use.
- Assist with patient examinations and procedures to ensure a smooth and comfortable experience.

**Administrative Duty:**

- Maintain accurate patient records and assist with appointment scheduling and coordination.
- Manage patient flow and support clinicians to facilitate efficient operations within the Outpatients Department.

**Health and Safety:**

- Follow infection control policies and procedures.
- Participate in mandatory training and development programs.
- Report incidents, accidents, or concerns in accordance with hospital policies.

**Qualifications and Requirements:**

- High school diploma or equivalent required.
- Certification as a Healthcare Assistant (HCA) is preferred.
- Previous experience as a Healthcare Assistant in an outpatient setting is desirable.
- Previous Phlebotomy experience is highly desired.
- Private health care experience is a plus.
- Familiarity with medical terminology and procedures.
- Strong interpersonal and communication skills.
- Ability to thrive in a fast-paced environment.
- Compassionate and patient-focused approach.
- Basic Life Support (BLS) certification is required.
- Additional relevant certifications are advantageous.
- Strict adherence to patient confidentiality and privacy regulations.

**General Information**

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

**Confidentiality**

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest



of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### **Risk Management**

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

### **Equal Opportunities**

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives and staff, are treated equally in line with the Hospital's Equal Opportunities Policy

At King Edward VII's Hospital, we believe in creating an inclusive and diverse workplace where everyone feels respected and valued. We are committed to creating a workplace that is welcoming and inclusive to everyone, regardless of their race, ethnicity, gender identity, sexual orientation, age, religion, or any other characteristic that makes them unique. We believe that by embracing diversity and fostering inclusion, we will create a workplace that is stronger, more innovative, and more successful.