TEMPLATE JOB DESCRIPTION

Job Title: Health Care Support Worker (not ARRS)
Band/salary:
Hours:
Accountable to:
Responsible for:
Location:
Team:

Job Purpose/Summary

The post holder is responsible for assisting the GPs (General Practitioners) and GPNs (General Practice Nurses) in the service and delivery of care management to the service population. By carrying out assigned tasks, involving direct nursing care in support of and supervised by a GP or GPN strictly in accordance with service practice guidelines and protocols.

Key Relationships

The post holder will work as part of a wider MDT (multi-disciplinary team) consisting of receptionists, admin staff, HCSWs, GPs, GPNs, ARRS staff roles and the practice management team. The post holder will build effective relationships within the team which will promote good communication between all staff for better patient outcomes for the service population.

Responsibilities

The post holder will:

- Prepare and maintain environments and equipment before, during and after patient interventions.
- Check patient identification and confirm details with the patient.
- Provide Phlebotomy in accordance with training and procedures.
- Ensure specimens are labelled and bagged ready for collection with the necessary paperwork completed.
- Take physiological measurements from patients including blood pressure, pulse rate, rhythm, temperature, height, and weight (body mass index), urinalysis.
- New patient registration checks, NHS Health Checks, including completing any necessary
- paperwork and referrals in accordance with local protocols
- Provide simple wound care in accordance with training and procedures.
- Notify the GP or GPN of any significant patient issues.

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- Ensure full and accurate recording in the patient's computerised records.
- Provide lifestyle advice, health promotion and smoking cessation to patients in accordance with training and making any necessary referrals in accordance with local protocols.
- Assisting GPs with minor surgery and act as a chaperone where requested in accordance to local policy
- Clearing and restocking of consulting/treatment rooms
- Carry out administrative tasks for example, but not limited to call, and recall activities and stock takes as directed by senior members of the service.
- Strict adherence to infection control in accordance with local and national policies and procedures
- To continue with professional development by attending training and development activities and participate meetings as required.
- Participate in regular appraisals.

Service Quality

- Participate in audit activities being undertaken in area of practice.
- Share ideas with colleagues to improve care and suggest areas for innovation.
- Contribute to the improvement of service by reflecting on own practice and supporting that of others.
- Regularly attend/chair team meetings and contribute positively to discussions about the improvement of care.
- Participate in any mandatory and statutory training to ensure quality and patient safety.

Communication

The post holder will:

- Communicate effectively with patients and carers to ensure they are fully informed and consent to treatment.
- Communicate with individuals, carers, and other visitors in a courteous and helpful manner, whilst being mindful that there may be barriers to understanding.
- Will demonstrate professional and ethical behaviour always including when liaising with internal and external colleagues.
- Demonstrate inter-personal skills that promote clarity, compassion, empathy, respect and trust.
- Act as an advocate when representing patients.
- Communicate effectively with other team members.
- Document consultations accurately and appropriately, according to guidelines, use digital tools and templates to record interventions and outcomes in line with PCN protocols.

- Participate in feedback and service improvement discussions.
- Ensure clear, concise accurate and legible records are kept.

Mobility

The post holder will have a clean driving license and access to a car as they will be required to undertake home visits for the practice population.

Health and Safety

The post holder will:

- Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate in accordance with training and procedures.
- Maintain a good working knowledge of Health and Safety procedures and fire precautions.
- Assist in promoting and maintaining own and others' health, safety and security as defined in the practice policies.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Reporting potential risks identified.
- Using personal security systems within the workplace according to practice policies.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Understand and apply the principles of the cold chain.

Data Protection, Confidentiality and Information Governance

The post holder will:

- Have an understanding, acceptance, and adherence to the need for strict confidentiality.
- Ensure all patient related information is treated sensitively and always adhere to the principals of confidentiality.
- Work in accordance with relevant data protection legislation.
- Work in accordance with Information Governance policies and procedures.
- Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.

Smoking and Health

It is the organisation policy to promote health. Smoking therefore is actively discouraged. It is illegal within the organisation's buildings and vehicles.

Equality and Diversity

The post holder will support the equality, diversity and rights of the patient, 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 practice 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.
- Support people who need assistance in exercising their rights.
- Act as a role model in the observance of equality and diversity good practice.
- Identify patterns of discrimination, take action to overcome this and promote diversity and quality of opportunity.
- Accept the rights of individuals to choose their care providers.

Training and Development

The post holder will be supported to develop the skills and knowledge necessary to deliver high-quality, safe, and person-centred care. As part of their role, the Health and Care Support Worker will be expected to engage with a structured programme of learning and ongoing professional development, which includes but is not limited to:

- Completion of the Care Certificate (if not already achieved)
- Participation in mandatory and statutory training**.**
- Ongoing training in clinical competencies, where appropriate and under supervision,
- Opportunities for further development through:
    - Apprenticeships or nationally recognised qualifications (e.g., Level 2 or 3 Diploma in Healthcare Support)
    - Functional Skills training (English and Maths) where applicable
    - Personal development reviews and supervision
    - Support for progression into Nursing Associate or other clinical roles, subject to service needs and eligibility.
- The post holder is expected to take responsibility for their own learning, actively participate in development reviews, and contribute to a culture of continuous improvement.

Digital

- Adhere to practice policies and protocols relating to information technology.
- Ensuring personal passwords for computer are safe.
- Adhere to practice policies relating to social media.
- Checking patients details when conducting digital consultations ensuring you are speaking to the patient and not a third party.
- Adhering to policies and procedures when conducting digital consultations.

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Working Hours & Conditions

- The post holder will be expected to work 37.5 hours over 5 days.
- By law we will not expect an employee to work above on average 48 hours a week. For every four hours worked, the post holder will be entitled to a 15-minute unpaid break.

Clinical Supervision

- The post holder will work under the direct supervision of the GP in accordance with the practice guidelines, policies, and protocols.
- Operate within the boundaries of competence under delegation and direction.
- Subject to annual appraisal and objective-setting.

Reasonable Adjustments

The post holder will play a pivotal role in primary prevention as health educators promoting lifestyle advice, facilitating health access for diverse groups and putting in place reasonable adjustments, from longer appointment times to organising interpreters in line with the Equality Act 2010.

Additional Information

- The post holder will be expected to work within the scope of their competencies and adhere to practice policies, procedures, and guidance.

PERSON SPECIFICATION
Role – Healthcare Support Worker

Criteria	Essential	Desirable	Stage measured at (Application and/or Interview)
Education/Training/ Qualifications	Basic English/Literacy and Numeracy Skills Willingness to achieve mandatory Care Certificate	Level 4 or above in Maths and English (GCSE grade C or above) or Level 2 Functional Skills	Application
Experience	Experience of providing customer care Experience of working under indirect supervision	Experience of working within a primary care setting Previous experience of working as a HCSW	Application
Skills and Core Capabilities	Ability to work in a team and autonomously as required. Ability to communicate clearly and precisely (oral and written) and where	Clinical Skills – Phlebotomy, physiological measurements, basic wound care	Application and Interview

	there may be barriers to understanding. Organised and diligent with attention to detail. Ability to work calmly under pressure in a busy working environment while meeting deadlines. Good interpersonal skills to build and maintain effective relationships with patients and colleagues.		
Interpersonal Skills	Hard working, motivated and enthusiastic. Willingness to undertake education and training to meet the service need and for career progression. Possesses a professional manner. Genuine interest in the delivery of health care to the community. Flexibility, reliability and able to respond to change.		Application and Interview