TEMPLATE JOB DESCRIPTION

Job Title: Healthcare Support Worker (ARRS)
Band/salary: Band 3/up to £32,159
Hours:
Accountable to:
Responsible for:
Location:
Team: Nursing Team

Job Purpose/Summary
The post holder will support the delivery of high-quality, personalised care within general practice as part of the Additional Roles Reimbursement Scheme (ARRS) - Network Contract DES Contract specification 2025/26 – PCN requirements.
Working under the supervision of registered professionals, the post holder will assist in health promotion, clinical observations, and care delivery, contributing to PCN level objectives including reducing health inequalities, increasing access, and improving patient outcomes. The post holder is responsible for assisting clinical staff 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, other 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 services in accordance with training and procedures.
- Ensure specimens are labelled and bagged ready for collection with the necessary paperwork completed.
- Perform ECGs in line with practice protocols.
- Undertake clinical observations including blood pressure, temperature, pulse, respiration, oxygen saturation, urinalysis, BMI.

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- Support delivery of NHS Health Checks and new patient screening, including completing any necessary paperwork and referrals in accordance with local protocols.
- Carry out wound care and basic dressings under direction and accordance with training and procedures.
- Will play a key role in vaccination and immunisation programmes within the PCN, administering vaccinations under PSD (if trained and competent).
- Notify senior members of the clinical team of any significant patient issues.
- Ensure full and accurate and timely recording in the patient's computerised records.
- Participate in data gathering and quality improvement activities.
- Adhere to digital consultation protocols and information governance policies.
- 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 with minor surgery and acting as a chaperone where requested in accordance to local policy.
- Identify and support patients from underserved communities (e.g., learning disabilities, frailty, ethnicity) using PCN health equity data.
- Conduct outreach under the direction of the PCN team (e.g. home visits, community settings).
- Support care navigation and signposting for wider services and social prescribing.
- 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.
- Assist with call and recall for immunisations, screenings and LTC reviews.
- Participate in induction, mandatory training, and the Care Certificate (if not already achieved).
- To continue with professional development aligned with the PCN workforce planning by attending training and development activities and participate meetings as required.
- Contribute to service improvement, audit, and reflective practice.

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 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.

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Communication

The post holder/student 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.
- 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 NMC 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.

Effort and Environment

It will be the post holder's responsibility to assess the effort and environment of the task being undertaken, for example, if the post holder is undertaking a leg ulcer clinic, they will need to assess what is manageable for them, with bending to get to the legs, lifting legs, etc. The post holder will work in accordance with the organisations manual handling policy.

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.

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- 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.
- Ensure safe storage, rotation and disposal of vaccines and drugs within the area of responsibility.

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 PCN is committed to supporting the professional development of its staff. The post holder will be encouraged to undertake relevant training courses and will receive regular

supervision and an annual appraisal. Opportunities for career progression, including pathways to nursing roles, may be available.

Clinical Supervision

- The post holder will work under the direct supervision of the GPN (General Practice Nurse) 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

Digital

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- 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.

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.
- Flexibility to work across PCN sites and in patients' homes where necessary.
- Exposure to bodily fluids and frequent contact with patients.
- Required to use personal protective equipment (PPE).
- May involve extended periods of standing, bending, or manual handling.

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

- This job role aligns with the NHS England Network Contract DES Additional Roles Reimbursement Scheme (ARRS) for 2025/26.
- The post holder will be expected to work within the scope of their competencies and adhere to practice policies and procedures.
- The role may involve working across multiple sites within the Primary Care Network (PCN).

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PERSON SPECIFICATION
Healthcare Support Worker (ARRS)

Criteria	Essential	Desirable	Stage measured at (Application and/or Interview)
Education/Training/ Qualifications	Basic English literacy and numeracy skills. Care Certificate completed or equivalent.	Level 4 or above in Maths and English (GCSE grade C or above)	Application
Experience	Working at support worker level practice as described in the Primary Care and General Practice Nursing Career and Core Capabilities Framework. Experience of providing customer care. Experience of working under indirect supervision.	Experience of working within a primary care setting.	Application
Knowledge	Understanding the role of a healthcare support worker. Knowledge of patient confidentiality, data protection and its application.	Knowledge of clinical systems	Application and Interview
Skills and core capabilities	Ability to work in a team and autonomously as required. Ability to communicate clearly and precisely (verbally and written) and where 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	Phlebotomy/ ECG/ Wound Care Training	Application and Interview

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	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 healthcare to the community. Flexibility, reliability and responsive to change.	Awareness of health inequalities and population health	Application and Interview