



## PENNINE MUSCULOSKELETAL PARTNERSHIP JOB DESCRIPTION

**Job Title:** Health Care Assistant NVQ level 3  
**Band:** 3  
**Base:** Oldham Integrated Care Centre - required to travel to all Pennine MSK sites  
**Responsible to:** Lead Nurse

### Job Summary

As a Healthcare Assistant within Pennine MSK Partnership you will be involved with providing care to patients

- Within an outpatient clinic supporting all members of the multi-disciplinary team
- Phlebotomy
- Supporting the Rheumatology infusion service
- Supporting patients having carpal tunnel surgery
- Telephone triage within the Orthopaedic pathway

### Key Responsibilities

#### The post holder will:

1. Accurately and promptly carry out the delegated tasks as directed by registered staffs that are professionally accountable for the delivery of care.
2. Deliver a high standard of individualised care to patients, promoting their equality and dignity at all times.
3. Report to registered staff any patient who gives cause for concern or any observed changes in the patient's condition.
4. Respond correctly to clinical emergencies to ensure that patients receive appropriate care.
5. Undertake a range of diagnostic investigations and procedures relevant to area of work within defined protocols and under the direction of registered staff e.g. venepuncture, ECG's.
6. Obtain requested specimens and ensure appropriate transportation to the laboratory for examination.
7. Ensure that infection control standards are adhered to in all procedures.
8. Assist with the daily maintenance checks within treatment rooms informing senior staff of any potential hazards or problems.
9. Participate in the collection of data.
10. Work co-operatively with team members to meet the needs of patients and their families.
11. Participate in own personal development.
12. Inform senior team members of any concerns identified regarding Child Protection and protection of vulnerable adults within agreed protocols.
13. To perform regular telephone triage using structured pathways.
14. Communicate effectively within the multidisciplinary team.
15. To cover required shifts including some evenings and occasional weekend shifts.

### **Training & education**

1. To maintain knowledge in line with knowledge and skills framework and the Service competency framework, participating actively in annual appraisal and your own CPD, identifying and working towards objectives in line with service plans, highlighting training needs and undertaking additional training (internal and external) as appropriate.
2. To undertake a competency based training programme, with assessment and reassessment at regular intervals.
3. To undertake mandatory training as required by the service and the organisation.

### **Communication and Relationship Skills**

1. To establish and maintain good working relationships with qualified and non-qualified colleagues within the service and other health, education and social care providers both public and independently funded, to provide a comprehensive service to patients/service users.
2. To be able communicate and relay information effectively to the team members and members of the multi-disciplinary, utilising a variety of communication methods, e.g. verbal, non-verbal, written and electronic.
3. To have the ability to use a computer and record information as needed.
4. To engage in effective communication with patients, relatives and carers.
5. To be able to communicate with clients for who English is a second language using translators where necessary.
6. To attend and contribute to team meetings.
7. To deal with initial complaints sensitively, avoiding escalation where possible and be able to use communication skills effectively in situations which may be sensitive, emotional or hostile.
8. To develop negotiation skills across a range of situations.
9. To keep written documentation in line with service policies.
10. For the post holder to be familiar with all Policies and Procedures that relate to discussing confidential information and how to record this.
11. Ensure that information relating to the patients physical condition of which would affect the nursing care is reported to senior registered staff.
12. Report all accidents, incident and near misses involving self, patients, staff or visitors according to service policy.

### **Responsibility for Information Resources**

1. To maintain the confidentiality of the patient and the organisation at all times, sharing information in line with the data protection act and Caldicott guidance.
2. To maintain comprehensive, accurate and contemporaneous written records and carry out administrative duties relating to patient care in line with professional and local standards.
3. To use information technology to communicate and complete training.
4. To collect accurate timely activity data in line with service guidance

### **Research and Development**

1. To assist in the systematic monitoring and evaluation of practice through participating in audit and quality assurance programmes.
2. To contribute to the research of others by collecting data as required.
3. To participate in Clinical Governance activities/quality projects within the service.

### **Promoting Equality and Reducing Inequalities**

1. To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
2. To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the service and the communities we serve.

### **Behaviour**

The post holder is expected to ensure their behaviours are consistent with our values at all times, we expect you to:

1. Support the aims and vision of the service.
2. Act with honesty and integrity at all times.
3. Be a positive ambassador for the service.
4. Demonstrate high standards of personal conduct.
5. Value and respect colleagues, other members of staff and patients.
6. Work with others to develop and improve our services.
7. Uphold the services commitment to equality and diversity.
8. Take personal responsibility for their words, deed and actions and the quality of the service they deliver.

### **General Responsibilities**

1. To ensure that risk is managed in all elements of work including the reporting of Critical Incidents, near misses and hazards in line with Pennine MSK Partnership policy and that appropriate actions are put into place where required.
2. To maintain the highest standards of communication, written and verbal, with patients and colleagues ensuring satisfactory and timely resolution of queries whilst upholding confidentiality in accordance with Data Protection Act 1998.
3. To demonstrate responsibility and leadership for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work.
4. To maintain accurate and contemporaneous records in line with Pennine MSK Partnership policy.
5. To take responsibility for ensuring and achieving the objectives of the Pennine MSK Partnership Health and Safety Policy.
6. To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager.

*This job description does not attempt to describe all the tasks the post holder will undertake, it does, however, indicate the degree of authority, range of duties covered and the flexibility required for the job.*

*This job description may be amended in consultation with the post holder as developments evolve, and as part of the appraisal process.*

## Person Specification

| Attributes                         | Essential  | Desirable   |
|------------------------------------|--|---|
| <b>Qualifications and training</b> | <ul style="list-style-type: none"> <li>• Good general standard of education</li> <li>• Basic literacy and numeracy skills.</li> <li>• NVQ Level 3 in health care or equivalent experience</li> <li>• A willingness to undertake further study.</li> <li>• Prepared to update skills regularly</li> </ul> | <ul style="list-style-type: none"> <li>• Hold a driving licence/car owner</li> </ul>  |
| <b>Knowledge and skills</b>        | <ul style="list-style-type: none"> <li>• Good verbal and written communication skills.</li> <li>• Commitment to engage in continuing training and development.</li> <li>• Awareness of confidentiality.</li> <li>• To work within policies and procedures</li> </ul>                                     | <ul style="list-style-type: none"> <li>• Competencies relevant to working within an outpatient setting.</li> <li>• To work within agreed care plan under the direction of trained staff.</li> </ul> |
| <b>Experience</b>                  | <ul style="list-style-type: none"> <li>• Experience of working in care environment</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience of working within a primary care setting or an Orthopaedic department</li> </ul>  |
| <b>Personal qualities</b>          | <ul style="list-style-type: none"> <li>• Flexibility to meet the service needs.</li> <li>• Excellent communication skills</li> <li>• Have the ability to work in a non-judgemental manner.</li> <li>• Conscientious and self-</li> </ul>   |   |

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|  | <p>motivated.</p> <ul style="list-style-type: none"> <li>• Good team worker.</li> <li>• Have the ability to work on one's own initiative and to obtain support and advice when needed.</li> </ul> <p>Reliable and trustworthy.</p> <ul style="list-style-type: none"> <li>• Ability to travel and work within a number of settings.</li> <li>• Have the ability to recognise one's own limitations.</li> </ul> |  |
| <b>Communication and verbal skills</b>                     | <ul style="list-style-type: none"> <li>• Able to communicate routine information that requires tact and persuasive skills, or where there may be barriers to understanding</li> <li>• Ability to communicate effectively in group discussions, telephone etc</li> <li>• Good interpersonal skills</li> </ul>   |  |
| <b>Responsibility for financial and physical resources</b> | <ul style="list-style-type: none"> <li>• Participate in the care of equipment</li> <li>• Undertake stock control</li> </ul>  |  |