



Job Description

Job Title	Healthcare Assistant
Reports To	Contracts Manager (CM)
Location	South/Midlands/North
Job Type	Clinical Support
Job Purpose: To assist the clinician in the day to day operation of community outpatient clinics. To ensure equipment and consumables are available for the clinic and in working order. To organise the setup of each clinic ensuring everything is prepared prior to the clinic date, manage, record and process patients' personal data. To be the first point of contact to patients and offer excellent customer service.	
Key Responsibilities 1. Organisational Responsibilities a) Ensure the hardware (PC/laptop/printer/digital cameras/smart phone/tablet) are set up and ready for use b) Ensure all clinical stock needed is in place prior to the clinic date c) Manage stock control at each area and inform the CM if more stock needs ordering or there is a fault with any item d) Ensure all other items such as emergency contact lists, patient survey, BNF, Dictaphone (if required), pathology forms and any other items are in place and ready for use e) Ensure keeping stock in check and dispose of any expired items f) Ensure to maintain minimum stock at all times g) Ensure the room is adequately equipped for each consultation prior to the clinic starting h) Ensure equipment is working and ready to be used at the clinic i) Clean equipment after use as required j) Ensure you are wearing DMC ID lanyard at all times	



- k) Ensure you have leaflets/poster/door signage visible during the clinics
- l) Ensure that patient surveys are collected (tablet is charged/leaflets are printed and available)

2. Administrative Responsibilities

- a) Liaise with Referral Management Centre (RMC) to ensure the appointments are correctly scheduled for the clinic
- b) To actively collect patients' Email addresses following DMC Email consent policy
- c) To scan Email consents and record this information on S1
- d) To issue clinic letters via S1 and email patient and GP practices during or post the clinics
- e) To scan consent forms and other relevant documents to S1 individual patients records
- f) To upload pictures from the clinics to S1 individual patients record
- g) To undertake any reasonable request from Management Team

3. In Clinics Responsibilities

- a) To meet and greet patients in the waiting area and show them through to the consultation room
- b) To assist the clinician during the clinic with any reasonable request
- c) To provide chaperone
- d) Develop a rapport with the patients and provide high level 'customer' service
- e) Develop a good working rapport with clinician you are assisting
- f) Ensure the room is equipped adequately and that the consultant has everything required for each consultation
- g) Assist with minor surgical procedures as required
- h) Ensure all DMC equipment is put away in the correct storage area at the end of each clinic
- i) Ensure the room is left clean and tidy once the clinic has finished
- j) Ensure every patient is offered to complete the electronic (or paper) patient survey after their appointment before they leave the clinic

4. Non-Clinical

- a) Apply policies and procedures developed for the service, standards and guidance
- b) Identifying any possible improvements and propose innovative ways of working
- c) Discuss with other members of the team how the policies, standards and guidelines will affect own work and service



- d) Participate in audit where appropriate
- e) Actively participate in development of new services
- f) Use own initiative
- g) Apply environment friendly polices (reducing carbon emission)
- h) To report any clinical and non-clinical incidents via Datix software (DMC centralized reporting system)
- i) To identify any risks involved in work activities and report them to the Contracts Managers
- j) To adhere to DMC Healthcare policies and procedures at all times
- k) To make the clinician aware of any problems arising in the clinics
- l) To report any breaches of policies and procedures to the Contracts Manager immediately

5. Knowledge in IT

- a) To use hardware and IT equipment safely and appropriately
- b) To have practical knowledge to record information accurately in S1
- c) To use The HUB (DMC intranet)
- d) To be able to use any third party application relevant to the service (i.e.iLab, ICE)
- e) To have practical knowledge of use S1, Datix, PeopleHR, Concur and any other systems used by DMC
- f) To have basic knowledge of use MS Office applications

6. Additional Requirements

- a) To understand fully parameters of the contracts (Inclusions and Exclusions) and ensure that criteria are available during the clinical sessions and followed
- b) To escalate complaints, significant events, incidents, issues or breaches that occur to the CM
- c) To make the consultant aware of any problems or possible problems during and post any clinics
- d) Alert the clinician and other staff members of any issues of quality and risk
- e) To transport certain equipment to and from clinic locations
- f) To drive to different clinic locations
- g) To support other HCAs as needed working in nearby clinics
- h) To train other HCAs
- i) To work collaboratively with other HCAs
- j) To take responsibility for own developmental learning and performance
- g) To participate in DMC training and appraisal scheme



- h) To actively participate in ongoing one to one meetings with line manager to review development and performance
- i) To undertake training as required including mandatory and statutory training, core skills training and ongoing developmental training
- j) Assess own learning needs and undertake learning as required
- k) To assess own performance and take accountability for own actions, either directly or under supervision
- l) To contribute to the effectiveness of the provisions of services
- m) To effectively manage own time, workload and resources
- n) To perform to the best of your ability

This JD is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with the position.

Equal Opportunities: - We are an equal opportunities employer and welcome all applications from suitably qualified and eligible candidates irrespective of age, disability, gender, sexual orientation, race or religion, marital status or pregnancy and maternity.

Right to work: - Candidates outside of the European Economic Area and do not already hold a self-gained right to work, we recommend you check the Home Office eligibility requirements before making an application. Successful candidates must have permission to work in the UK by the start of their employment.

Safeguarding: - DMC is committed to safeguarding and promoting welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. All staff have a responsibility to safeguard vulnerable patients and clients and safeguard confidential information to ensure risk of harm is minimised



Disclosure and Barring Service Check: -This post requires a criminal record check and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) at a level appropriate for the post.

Professional Registration: - N/A

Person Specification

Attributes	Description	Essential	Desirable	Method of Assessment
Experience & Knowledge	Excellent communication and listening skills	X		A/I
	Experience of min 1 year working in customer service based role	X		A
	Experience of working in GP practice or hospital		X	A
Skills & Abilities	IT literate,	X		I
	Quick learner	X		
	Diplomacy and tact when dealing with difficult situations			
Personal Qualities	Reliable	X		
	Composed	X		



	Caring	X		
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Job Description Revision

This job description (JD) may be revised from time to time in agreement with the individual or as a collective discussion or decision by DMC for operational reasons.

JD Review Date	Reviewed By	Confirmed by Employee
April 2018	Sabina Grzeda-McArthur	