

JOB DESCRIPTION

Job Title	BANK Health Care Assistant
Department	Outpatients
Line Manager	Outpatients Sister
Location	Fortius Marylebone and Fortius City Outpatient Clinics
Contract type	Full-time and permanent - covering a flexible shift pattern between the hours of 7.45am and 8.15pm
Salary	£12 per hour

Job Overview

Fortius Clinic is now the UK's largest private orthopaedic group. We are building our business on a passion for excellence, an innovative approach in all that we do and working together to put patients first. You will become part of a talented, dedicated team of people committed to providing the very best in orthopaedic and sports injury care.

Our aim is to create an outstanding place to work; one that is friendly and supportive, as well as rewarding on a personal and professional level. We have two Outpatient Diagnostic and Treatment Centres (ODTCs), in Marylebone and one in the City. Our dedicated orthopaedic day surgical centre in Central London opened in November 2016.

Purpose of Job

To provide support to the senior outpatient clinical staff in the delivery of first-class outpatient care.

Dimensions

- Be integral to and supportive of the wider outpatient team
- Work within the boundaries of his/her existing knowledge and skills at all times.

Principal Accountabilities

1. To support registered nurses in the assessment of care and participate without direct supervision in the planning, implementation and evaluation of nursing care of patients who attend the ODTCs. Deal with client and consultant requests in an efficient and professional manner.
2. These duties may include but are not limited to: chaperoning during patients consultations, assisting consultants with injections and minor procedures, wound assessment and changing of dressings, removal of casts, venepuncture, MRSA screening, pre op screening, application of splints/supports/braces and assisting the registered nurse with more complicated procedures.

3. Assist the radiologists during ultrasound clinics by organising clinic lists, preparation of patients and assistance during sterile procedures.
4. Assist in the MRI/X-ray department when required to ensure efficient running of the lists without compromising patient care.
5. Ensure the safe use and maintenance of equipment used within the clinic.
6. Perform mandatory daily and weekly checks to ensure all clinical governance standards are adhered to.
7. Ensure accurate records are entered into the patient information system.
8. Monitor stock within the imaging suite and the ultrasound department and ensure sufficient supplies are available at all times, assisting with completion of stock usage sheets and weekly stock takes as required.
9. Responsible for the cleanliness and the day-to-day maintenance of the consulting rooms and treatment rooms.
10. Be committed to working flexibly within a dynamic environment, responding to the changing needs of the service.
11. To participate in the evaluation of complaints, incidents and accidents
12. To work within and be aware of the organisations clinical policies and guidelines
13. Liaise closely with Front of House staff to manage the expectations of all clients by ensuring that they are kept informed of any delays.
14. To undertake any other duties from time to time as required by the line manager.

Main Contacts

- Outpatient Sister
- Radiographers
- Patients
- Outpatient nurses
- Front of House Staff
- Consultants

Decisions and Impact

- Be able to manage and prioritise own workload without direct supervision.
- Work within own level of competence, recognise own limitations and know when to ask for help and guidance.
- Escalate concerns to a senior member of staff.

Complexity

- Assisting the registered nurse in an ever changing environment while continuing to meet the demands of a responsive nursing service.
- Focus on Patient care with some guidance but without direct supervision.

Equality & Diversity

All Fortius employees must have respect for every individual, treating everyone with dignity, courtesy, fairness and consideration, and welcoming and accepting differences between people. It is the responsibility of every employee to work towards the elimination of all discrimination and prejudice.

Health & Safety

All Fortius employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Fortius to meet its own legal duties.

Infection Control

It is the responsibility of all staff to recognise their role in maintaining a safe environment for patients, visitors and staff to minimise the risk of avoidable Healthcare Associated Infection. Employees are responsible for ensuring that they are fully aware of the Fortius Infection Prevention and Control policies.

Quality Governance

All Fortius employees must adhere to Fortius policies and procedures and seek advice on these when in doubt as to their scope and applicability.

Employees are specifically reminded that they must respect the confidentiality of all information they have access to during their employment including personal data.

Values

All Fortius staff are expected to display and aspire to the Fortius Values.

Making it Happen

Be proactive in keeping the service under review, making recommendations and implementing changes to continuously improve the patient journey

Stronger Together

Work in partnership with the multi –disciplinary team to challenge and influence clinical and managerial decision making

Personalised Service

Deliver a patient centred specialist nursing service for patients admitted to the ward, provide patients with information regarding their care and treatment

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review.

Person Specification

Qualifications/ Knowledge / Skills/ Experience	Essential	Desirable
GCSE Maths and English (or equivalent)	X	
Undertaken a relevant phlebotomy course and current clinical practice in this area	X	
NVQ 3 in Healthcare (or equivalent)		X
IT literate	X	
Previous experience in a similar role, within either an NHS or private hospital setting	X	
Previous experience in working in an outpatient environment		X
Knowledge of orthopaedic clinical policies and procedures including Health and Safety procedures		X
Fluent communicator with good interpersonal skills	X	
Ability to follow a clear instruction and feedback to senior staff	X	
Ability to work as part of a team, as well as on own initiative	X	
Able to prioritise and meet deadlines	X	
Able to work with minimal supervision	X	
Flexible helpful attitude	X	