



Phoenix Health Group

Job Description

JOB TITLE: Health Care Assistant/Phlebotomist

REPORTS TO: Nurse Manager

Duties and responsibilities:

Health Care Assistant:

Summary - To provide and maintain a high standard of nursing care for patients as well as providing nursing assistance to the doctors and other members of the primary healthcare team. The duties will include a variety of tasks, and any roles agreed between the nurse and doctors as appropriate, having regard to current training. The post-holder will contribute to the effectiveness of the team.

- Take a holistic approach to lifestyle advice on diet, smoking, alcohol intake and exercise.
- Undertaking long-term condition health checks and liaising with the relevant nurses.
- Ensures awareness of statutory and local clinical protection procedures, including systems of referral. Ability to recognise signs and symptoms of child abuse.
- Able to perform Cardio-pulmonary resuscitation according to current UK guidelines.
- Ability to obtain and document informed consent (either verbal or written).
- Ensure infection control guidelines are maintained.
- Confidentiality of information gained at work must be always preserved.
- Carry out other duties as required which are commensurate with the skills and knowledge required by the post, and for which training has been provided.

Phlebotomy:

Summary - Working strictly in accordance with specific practice guidelines and protocols, the post-holder will be responsible for performing venepuncture to obtain blood samples from patients only who have a request form.

- Obtaining consent from the Patient to collect blood sample.
- Confirmation of the Patient's identity by obtaining their full name, date of birth and address.
- Ensuring the patient is as comfortable and relaxed as possible.
- Collection of samples(s) of blood in accordance with training and procedures.



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- Ensuring samples are stored appropriately.
- Accurate, legible labelling of all samples to confirm patient identity.
- Checking patient identification against GP/nurse request and confirming with patient whenever possible.
- Recording collection of blood sample in Patient's electronic record in accordance with practice procedure.
- Communicate effectively with patients, recognise people's needs for alternative methods of communication and respond accordingly.
- Ensuring that samples are dispatched to the appropriate laboratories in a timely fashion.
- Understand and adhere to infection control guidelines.
- Ensuring that anomalies are reported to a senior member of staff.
- Notify GP/nurse of any significant patient issues.
- Liaising effectively with the wider team.
- Report any clinical or environmental concerns where appropriate.
- Check restocks and rotate stock.
- Ensure knowledge and compliance of practice policies and procedures.
- Input of all patient contact using the clinical system after training.
- Demonstrate a working knowledge of practice policy on information governance.

Developmental:

- Contribute to the assessment of service needs.
- Assist patients to identify their health needs.
- Contribute a HCA perspective to the practice development plan.
- Manage and organise individual patient consultations.
- Aware of identification and reporting procedures related to professional standards.
- To attend staff meetings and Protected Learning Time events.
- Ensure effective relationships and communications with the PHCT and other agencies.
- Support the practice clinical governance agenda.
- Identify changes to clinical practice that are required to implement evidence-based guidelines.

Educational:

- Identify personal development and training needs in conjunction with the manager.
- Participate in clinical supervision.
- Support others with their training and development needs.



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- To participate in continuing education and maintain a contemporary level of professional knowledge and skills.
- Undertake mandatory and other suggested training.

Personal:

- Maintain good working relationships.
- Take reasonable care of his/her own safety and that of other persons who may be affected by his/her act or omission.
- Co-operate with the practice team members to adhere to statutory regulations/policies, codes of practice and safety rules.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the postholder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & safety:

The post-holder will assist in promoting and maintaining their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines.
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines.



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- Responsible for the correct and safe management of the specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process.
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes.
- Safe management of sharps procedures, including training, use, storage and disposal.
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management.
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers.
- Undertaking periodic infection control training (minimum twice annually)
- Routine management of own team / team areas, and maintenance of work space standards.
- Waste management, including collection, handling, segregation, container management, storage and collection.
- Spillage control procedures, management and training.
- Decontamination control procedures, management and training, and equipment maintenance.
- Maintenance of sterile environments.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes 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.



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- Behaving in a manner which is welcoming to and of the individual, is nonjudgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.