

## Job Description

<b>TITLE</b>	HEALTH CARE ASSISTANT	<b>GRADE:</b>	<b>5</b>
<b>FUNCTION/AREA</b>	BOURN HALL CLINIC NURSING		
<b>REPORTING TO</b>	LEAD NURSE		

### PURPOSE OF THE ROLE

To assist in the provision of the best possible care for all those who attend Bourn Hall Clinics in accordance with the philosophy of the Bourn Hall Clinic Group.

### MAIN INTERFACES

**INTERNALLY:** Directors, Business Support Services staff and all staff at Bourn Hall Clinics.

**EXTERNALLY:** Patients, relatives, visitors, Transport/Satellite Unit Personnel, Anaesthetists, Operating Department Practitioners.

### KEY TASKS & RESPONSIBILITIES

- To provide support and assistance to the nursing staff in all areas of the Bourn Hall Clinic Nursing Function.
- To support the Nursing Function in providing excellent patient care to all who attend the clinic.
- To support the Nursing Function in achieving the appropriate clinic objectives.
- To provide support and assistance to the nursing staff in all areas of the Bourn Hall Clinic Nursing Function.
- To develop an in depth understanding of the tasks expected within the role and to be able to perform them with confidence, willingness and accuracy without supervision.
- To support the Nursing Function in the achievement of objectives.
- To assist in ensuring the highest standard of care is given to all patients in their care, maintaining patient confidentiality at all times.
- To undergo and actively participate in personal performance appraisals and competency reviews in accordance with the clinic's policy.

### MANAGEMENT/LEADERSHIP

- To assist the nursing staff with the day-to-day management of clinical activity.
- To assist the trained nursing staff in the support and training of new Health Care Assistant staff.

## **ACCOUNTABILITY AREA**

- To perform all general/clinical tasks under supervision, within own areas of expertise and experience.
- To ensure all care is given in accordance with agreed Bourn Hall Clinic Standard Operating Procedures (SOPs).
- To maintain own personal and professional development records, attending mandatory study/training sessions as required.

## **AUTONOMY & AUTHORITY**

To assist in monitoring the patients and to report any adverse reactions or problems to a trained member of the nursing staff immediately.

## **FUNCTIONAL KNOWLEDGE/BUSINESS EXPERTISE**

- To have an in-depth understanding of the tasks permitted within the role, and to be able to perform these tasks with confidence, willingness and accuracy.
- To develop a basic understanding of issues facing patients undergoing fertility treatment.
- To develop a basic understanding and use of the Bourn Hall Clinic database system.
- To read and apply all appropriate Bourn Hall Clinic SOPs.
- To develop a basic understanding of the different treatment types available at Bourn Hall Clinics including funded and self funded patients.
- To have an understanding of the support required for the qualified nursing staff in each of the nursing functions, and to be able to provide the required support according to developed skills and experience.
- To have a basic knowledge and understanding of Bourn Hall Clinics annual objectives.

## **PROBLEM SOLVING**

- To be attentive in all areas worked, and to report any problems to a member of the nursing staff.
- To provide input within the remit of expertise, to problem solving within the Nursing Function.

## **NATURE & AREA OF IMPACT**

To promote an air of confidence, confidentiality, discretion and courtesy with all patients, relatives and visitors.

## **INTERPERSONAL SKILLS**

- To work as part of a multidisciplinary team providing support to patients and colleagues across all functions.
- To demonstrate an empathetic approach in understanding the patients' problems and anxieties throughout their treatment process.
- To develop the ability to communicate effectively at all levels.
- To develop the ability to instill a sense of confidence in the patients being treated.
- To develop a calm approach when working in all areas of the clinic, with a good attention to detail.

## **SPECIAL PROJECTS**

To assist the nursing staff as and when appropriate, with any specific projects e.g. HFEA data collection, research projects, provision of additional patient services.

## CANDIDATE'S PROFILE

### EDUCATION/PROFESSIONAL EXPERIENCE

- Previous experience within a service environment would be beneficial.
- NVQ1 or above in Health and Social Care an advantage.
- Responsible, caring personality.
- High degree of confidentiality.
- Willingness to learn new skills.

### LANGUAGES

Excellent command of both written and spoken English

### SKILLS & COMPETENCIES

- The ability to work as an effective part of a multidisciplinary team and communicate well at all levels.
- Have a calm and flexible approach.
- Able to work methodically and accurately to published procedures.
- Good basic IT skills.

### APPROVALS

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	