



KING EDWARD VII's
HOSPITAL

King Edward VII's Hospital

Job Description

Outpatients Healthcare Assistant - Band 3

Job Title:	Outpatients Healthcare Assistant
Department:	Outpatients
Report to:	Outpatients Nurse Manager
Hours:	37.5
Contract:	Permanent

Position Overview:

The Outpatients Healthcare Assistant (HCA) at King Edward VII's Hospital is a vital member of the Outpatient Services team, contributing to the delivery of exceptional patient care. The role involves providing support to healthcare professionals, ensuring efficient patient flow, and maintaining a safe and welcoming environment within the outpatient department.

Key Responsibilities:

1. Patient Support:

- Greet and assist patients, ensuring a positive and welcoming experience.
- Escort patients to examination rooms and assist with their comfort and needs.
- Support healthcare professionals during patient examinations and procedures.

2. Clinical Assistance:

- Accurately record and report vital signs.
- Assist with minor medical procedures under the direction of healthcare professionals.
- Provide basic wound care and perform dressing changes.

3. Administrative Duties:

- Maintain accurate and up-to-date patient records using electronic systems.
- Coordinate appointment schedules and manage patient flow efficiently.
- Ensure completion of all necessary documentation in a timely manner.

4. Infection Control:

- Adhere to infection control policies and procedures rigorously.
- Maintain a clean and organised work environment to minimise infection risks.
- Always follow proper hand hygiene protocols.

5. Patient Education:

- Communicate effectively with patients, providing information about their care.
- Educate patients on self-care measures and follow-up instructions.

6. Communication:

- Collaborate with multidisciplinary teams to ensure coordinated patient care.
- Communicate professionally and compassionately with patients, families, and caregivers.

7. Equipment Management:

- Ensure proper functioning of medical equipment and report any issues promptly.
- Assist in the setup and breakdown of equipment for various outpatient procedures.

8. Training and Development:

- Participate in ongoing training sessions to stay informed about healthcare protocols.
- Contribute to a culture of continuous improvement within the outpatient department.

Qualifications and Requirements:

- High school diploma or equivalent required.
- Certification as a Healthcare Assistant (HCA) is preferred.
- Previous experience as a Healthcare Assistant in an outpatient setting is desirable.
- Familiarity with medical terminology and outpatient procedures.
- Strong interpersonal and communication skills.
- Ability to thrive in a fast-paced environment.
- Compassionate and patient-focused approach.
- Basic Life Support (BLS) certification is required.
- Additional relevant certifications are advantageous.
- Strict adherence to patient confidentiality and privacy regulations.

General Information

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

Confidentiality

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives and staff, are treated equally in line with the Hospital's Equal Opportunities Policy

At King Edward VII's Hospital, we believe in creating an inclusive and diverse workplace where everyone feels respected and valued. We are committed to creating a workplace that is welcoming and inclusive to everyone, regardless of their race, ethnicity, gender identity, sexual orientation, age,

religion, or any other characteristic that makes them unique. We believe that by embracing diversity and fostering inclusion, we will create a workplace that is stronger, more innovative, and more successful.