Healthcare Assistant
Job Description

<table>
<thead>
<tr>
<th>Role:</th>
<th>HEALTHCARE ASSISTANT (Ward)</th>
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<tbody>
<tr>
<td>Function:</td>
<td>Weymouth hospital</td>
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<tr>
<td>Reports to:</td>
<td>Ward Manager, Phoenix Hospital Group</td>
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<tr>
<td>Direct Reports:</td>
<td>S/A</td>
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<tr>
<td>Key Contacts:</td>
<td>Lead Nurse Weymouth Hospital, Patients, Consultants, other members of the multidisciplinary team</td>
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<td>Scope:</td>
<td>Weymouth Street Hospital and 9 Harley Street as required</td>
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**Context**

The Weymouth Hospital is part of the Phoenix Hospital Group. The hospital is an acute care hospital, registered for 17 beds, accepting planned and emergency/urgent surgical admissions with a special emphasis in Cosmetic Surgery. Consultants, patients and relatives need to be dealt with sensitively and efficiently in order to retain their custom.

**Role Purpose**

- The Healthcare Assistant is under the supervision of a registered nurse
- To ensure that the highest standards of patient and customer care are maintained at all times
- To promote and safeguard the well-being and interests of all patients, employees and visitors
- To assist in the pre-operative and post-operative care of patients

**Key Accountabilities & Output**

Working under the supervision of an RGN, duties will include:

- Assist with patient admission process
- Post-operative dressings (following competency)
- Monitoring the post-operative patient
- Chaperoning patients as required
- Ensuring all charges are recorded and processed accurately and in a timely way
- Support minor procedures i.e. ENT, dermatology and podiatry
- Maintaining patient rooms and stock in clinical areas ensure these are organized and welcoming to Consultants, patients and visitors

In addition:

- Promote effective communication within the hospital
- Adhere to the hospital / clinic and nursing policies, procedures and standards
- Attend and participate in staff meetings
• Contribute to the achievement of the hospital budget by promoting the cost effective utilization of resources
• Report to the lead nurse any queries or concerns
• Support colleagues and work co-operatively to promote good team morale within the clinic
• Respond appropriately to telephone calls
• Be able to initiate clinic emergency policies and procedures
• Participate in personal development and appraisal system
• Become competent in the use of the in-house computer system
• Show initiative and work as a team
• Take a lead on problem solving when required

Qualifications / Skills & Knowledge / Qualities:

• NVQ level 2 or 3 or committed to working towards an NVQ award
• Presently working in an acute hospital environment
• High level of communication and interpersonal skills
• Understanding of customer care
• IT skills
• 1 – 2 years minimum experience in a healthcare or “caring” environment, within private healthcare would be an advantage
• Enthusiastic and committed, a team player, flexible, physically able to carry out the role, sensitive to patient and consultant needs
• Have Basic Life Support training