

Job Description

Job Title: Generic Worker (Minor Injuries Clinic)

Reports to: Minor Injuries Clinic Service Lead

Accountable to: Chief Nurse

Role Purpose

1. To work as a member of the Minor Injuries Clinic (MIC) team to provide a high standard of nursing, wound and rehabilitative care to patients, with an emphasis on health promotion;
2. To actively participate in the minor injury, minor surgery and Ageing Well Clinics;
3. To assist with reception cover.

Clinical Responsibilities

- To carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
- To undertake wound care, dressings and other clinical tasks as required
- To act as a chaperone as required
- To ensure specimens are recorded and ready for onward transportation
- To provide support during minor operations as required
- To ensure all clinical rooms are clean and adequately stocked and prepared for each session
- To ensure fridges are cleaned routinely in accordance with extant guidance
- To ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the GP Federation Infection control and prevention policy
- To deliver opportunistic health promotion where appropriate
- To undertake venepuncture
- To carry out ECGs as requested
- To participate in practice audit as directed by the lead nurse

Communication

- To participate in and maintain robust professional communications within own and other professional teams
- To adapt communication style to take account of others' culture, background and preferred way of communicating, using 'Big Talk' interpreters as necessary
- To ensure any verbal complaints are dealt with in a sensitive effective and timely way in accordance with local and GP Fed complaints procedures.

- To ensure maintenance of up-to-date written patient notes in accordance with professional standards and in compliance with confidentiality of information policy
- To contribute to relevant meetings with the MIC and GP Federation

Personal and People Development

- To identify own training needs through the service appraisal process to inform personal and team development plans
- To participate and support, as appropriate, the practice placement/work experience students
- To participate in in-service training programs for staff
- Complete mandatory training as required including basic life support, manual handling and Safeguarding for Adults and Children
- To demonstrate on-going personal development of self through participation in internal and external training and development opportunities
- Develop oneself through regular one to one's and supervision

Health and Safety

- To ensure adherence to the Suffolk GP Federation health and safety policy and procedures and maintain safe environments and working practices.
- Ensure that staff report incidents and near misses in accordance with the GP Federation risk management/incident policies. Promote a blame free culture in reporting incidents.
- Comply with Suffolk GP Federation infection control policies and conduct themselves in such a manner as to minimise the risk of healthcare associated infections.
- To comply with jointly agreed policies and procedures of the Suffolk area child protection committee/vulnerable adults services, including co-operating with the statutory child protection agencies in ensuring the safety and well-being of children.

Service Improvement

- To participate in the achievement of local and GP Federation service objectives.
- Participate in audit and evaluation of care where appropriate.
- Evaluates own and others work when needed.
- Takes on new work and makes change to own work when agreed, requesting help from senior colleagues if needed.

Quality

- To follow Suffolk GP Federation professional policies and procedures and other quality approaches as required.
- To work within own competence and area of responsibility and accountability, to ask for help from senior colleagues where needed.
- To prioritise own work load and manage time effectively.
- To ensure awareness of budgetary constraints and work within them.

- To be responsible for monitoring and maintaining stock.

Equality, Diversity and Rights

- To respect the individuality, values, cultural and religious diversity of clients/patients and contribute to the provision of the service sensitive to these needs.
- To demonstrate awareness of own behaviour on others.
- Challenge bias, prejudice and intolerance if appropriate or brings it to the attention of the manager.
- Use plain language when carrying out duties.
- To ensure that self and team members comply with relevant GP Federation policies, procedures and guidelines relating to equal opportunities.

Person Specification

	Essential	Desirable
Education and Qualifications	GCSE English and Maths Care certificate or equivalent Evidence of sustained personal and professional development.	Evidence of further relevant study (NVQ/BTEC)
Experience	Proven experience of working in a Healthcare setting	Experience of working in an acute healthcare setting
Skills and abilities	<p>Able to record vital signs, interpret results and respond appropriately</p> <p>Phlebotomy skills</p> <p>Wound care skills</p> <p>Ability to manage and prioritise workload</p> <p>Confident at dealing with people over the telephone and face to face</p> <p>Clear verbal written and verbal communication</p> <p>Effective Listening skills</p> <p>Able to use own initiative and work without close supervision within agreed protocols</p> <p>Ability to work in a team.</p> <p>Able to work flexibly and respond to the needs of the service</p>	<p>Knowledge of SystmOne</p> <p>Able to record ECG's</p>