

Job description

Job title: Generic Worker (MIC)

Reports to: MIC Service Lead

Place of work: Minor Injuries Clinic, Felixstowe

Job Purpose

To work as a member of the MIC team to provide a high standard of nursing, wound and rehabilitative care to patients, with an emphasis on health promotion.

To actively participate in the minor injury, minor surgery and Ageing Well Clinics.

Assist with reception cover.

Main Duties & Responsibilities

Clinical

- Carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
- Undertake wound care, dressings and other clinical tasks as required
- Act as a chaperone as required
- Ensure specimens are recorded and ready for onward transportation
- Provide support during minor operations as required
- Ensure all clinical rooms are clean and adequately stocked and prepared for each session
- Ensure fridges are cleaned routinely in accordance with extant guidance
- Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the GP Federation Infection control and prevention policy
- Deliver opportunistic health promotion where appropriate
- Undertake venepuncture
- Carry out ECGs as requested
- 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.
- Adapts communication 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

- Follows Suffolk GP Federation and 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 Fed policies, procedures and guidelines relating to equal opportunities.
-

Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them

by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding Children: Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

Safeguarding Adults: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.

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>

Organisation Structure Chart

