

## Job description

# Targeted Lung Health Check Healthcare Assistant

**Location:** Nationwide / Regional

**Reports to:** Team Lead and Operations Manager

**Working with:** Patients, Nurses, Lead Nurse, Patient Care Advisors, Head Office support functions, External Site Managers, Suppliers

## Introduction:

InHealth sees more than 4 million patients each year and Targeted Lung Health Checks (TLHC) is one of our fastest growing and exciting departments. Our Health Care Assistants (HCA) are a vital part of the InHealth team, and they are responsible for making sure our patients receive the best standard of care throughout their visit by supporting them through the process of their TLHC appointments.

The overall purpose of the Lung Cancer Screening Programme is to enable the early detection of lung cancer to save lives. The targeted lung health check (TLHC) has been implemented throughout the UK in areas identified with high disease prevalence where significant impact can be made from the recognition of early-stage lung cancer & offering curative treatment.

As an HCA you will deliver a professional and patient-focused service, working alongside and under the leadership and supervision of your clinical colleagues in our dynamic and fast-paced sites. As an integral part of our clinical support team, your skills as an HCA help us to deliver on our vision to make healthcare better.

Most of our established current programmes cover a large regional and geographical area so candidates must be prepared and willing to travel to all agreed mobile clinics for their area. More information can be provided on this at interview.

Our nursing team provides a 7-day service with bank holiday working included across all programmes. Candidates must be adaptable around mobile working, locations of clinics and willing to work 12-hour shift patterns as our standard working pattern. This may also include remote working and administration duties to support the wider TLHC team which may be incorporated into your working pattern.

## What you will do:

By applying professionalism and expertise, you will play a pivotal role in how we support our patients through their healthcare journey. Ensure the smooth running of the work day by greeting and preparing patients for their face to face TLHC appointment. Use a patient management system to provide both clinical and clerical support to the nursing team, enabling effective and efficient patient care and flow to be delivered. Maintain a safe clinical environment in line with the Company's Health and Safety and Infection Control policies.

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As part of your induction to the TLHC programme you will be required to complete The Care Certificate. This provides a framework to ensure that all THLC HCA's have the same introductory skills, knowledge and behaviours to provide compassionate, safe and high-quality care, in their workplace settings. In addition, you may be required to undertake spirometry foundation and smoking cessation training and accreditation in order to perform certain elements of the role.

### What you are responsible for:

- Welcoming patients to the clinic in a professional manner and acting as patient advocate at all times to ensure both privacy and dignity.
- Clarifying patient's identification and explaining the process of their Targeted Lung Health Check appointment
- Managing clinical risk within own designated working area
- Ensuring the smooth flow of clinical and administrative work whilst supporting nurses and other colleagues
- Supporting patients to safely access subsequent elements of the face to face TLHC appointment (potential CT scan) and providing a patient handover once at the secondary location
- Accurately entering data into the patient management system and maintaining these systems with accurate and up to date information
- Adhering to the requirements of the Data Protection Act (1984) ensuring confidentiality of information regarding staff and patients is always maintained
- Dealing with telephone and direct enquiries in a prompt and effective manner, ensuring the provision of information and prioritisation of queries as appropriate
- Facilitating efficient patient scheduling and throughput, leading to optimal use of nursing capacity
- Cleaning, monitoring and tidying equipment as directed and report any problems or malfunctions to senior member of staff.
- Maintaining a clean and safe working environment
- Remaining up to date with mandatory training and completing any additional courses required for this role
- Understanding all responsibilities and adhering to all statutory requirements for Health & Safety, COSHH, PPE, fire safety, complaints, accident reporting and magnetic field & radiation safety
- Complying with ISO standards in respect of Information Security Management
- Demonstrating safe, effective practice in line with InHealth policies and procedures.

### What people see in you:

- A team player who is supportive, reliable and trustworthy
- A positive attitude with a helpful and proactive approach to customer service
- Someone who is approachable, dedicated and hardworking
- A people person – someone who enjoys working alongside and helping others
- Someone who thrives on and remains calm and focused in challenging situations
- A professional, empathetic and courteous individual who cares about people and conducts themselves professionally with both patients and colleagues

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### You will:

- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively
- Understand the importance of patient confidentiality and be aware of data protection
- Have excellent verbal and written communication skills
- Have good listening skills with an ability to present information in a logical manner
- Have a good standard of education demonstrated by numeracy and literacy
- Be flexible in your working patterns to fulfil clinical requirements and be willing to adjust these at short notice to accommodate unexpected changes
- Understand the importance of patient confidentiality and be aware of GDPR
- Be confident in your ability to prioritise tasks
- Be skilled at administration processes and proficient with Microsoft packages
- Be able to follow instructions to support both your colleagues and patients

### You have experience of:

- Working within a customer or patient focused environment
- Using Microsoft packages and other IT systems
- Dealing with conflict situations in a calm and efficient manner
- Working with multi-skilled colleagues as part of a multi-disciplinary team

### Other key parts of the HCA's role:

- You need to be willing to be flexible when working shifts required
- There may be instances where our HCAs need to work additional hours or outside their region to support the operational requirements of the business.
- You may be asked to work remotely to support the wider TLHC bookings team which will be incorporated into your normal pattern and working hours.
- On occasions, national travel may be required to attend training courses
- Due to the travel involved in this role, a full driving license is preferred.