

## Job description

# Healthcare Support Worker - Endoscopy

**Location:** InHealth Endoscopy

**Reports to:** Lead Nurse

**Working with:** Patients, Clients, Clinical and Non-Clinical Colleagues, Senior Staff, Head Office support functions and Suppliers

As a leading provider of GP lead NHS gastroenterology services, we believe in early diagnosis and treatment. InHealth is CQC registered and a JAG accredited provider of endoscopy services in community gastroenterology clinics and we were the first provider to offer trans-nasal gastroscopy in the UK. With more than 3 million patients seen across InHealth services each year, our team of Healthcare Support Workers in Endoscopy provide vital services for patients, delivering the best standard of care and helping to reduce waiting times at local hospitals.

As a Healthcare Support Worker, you will deliver a professional and patient-focused service, working alongside your clinical colleagues in our dynamic and fast-paced sites providing diagnostic endoscopy services for our patients. As an integral part of our clinical support team, your skills as a Healthcare Assistant help us to deliver on our vision to make healthcare better.

## What you will do:

You will be flexible to meet the needs of the service and participate in all areas of the endoscopy role, including caring for patients, assisting with procedures and decontaminating endoscopes and accessories.

- Support with the delivery of endoscopy services in our sites to the highest standards for our patients
- Maintain a professional profile and develop your skills and knowledge in accordance with your clinical competencies
- Understand and work in line with the Health and Safety Policy
- Demonstrate safe, effective practice in line with policies and procedures.
- Take ownership and fulfil the requirements of any required statutory and mandatory training
- Complete annual competency reviews and assessments and support other staff where necessary

## 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
- The decontamination and disinfection of endoscopes and accessories, including the safe handling and safe storage of equipment.
- Maintaining a high level of professionalism, customer care, and service provision

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- Providing a safe care environment, including preparing procedure rooms and equipment, understanding the importance of infection control and safe working environments for patients, visitors and staff
- Supporting with clinical and decontamination audits where required
- Assisting in the procedure room with patients' during clinical procedures
- Assessing patients' conditions post procedure and report any changes to the relevant staff
- Managing clinical risk within own designated working area
- Adhering to the requirements of the Data Protection Act (1984) ensuring confidentiality of information regarding staff and patients is always maintained
- Re-ordering supplies of consumables as required
- 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 to include preparing and clearing up rooms and equipment
- Understanding all responsibilities and adhering to all statutory requirements for Health & Safety, COSHH, PPE, fire safety, complaints, accident reporting and infection control.
- Complying with ISO standards in respect of Information Security Management
- Support the safe decontamination and reprocessing of reusable medical devices and endoscopes in line with local policy, manufacturer instructions for use and current HTM 01-06 guidance.
- Undertake annual refresher training and competency assessments relevant to decontamination equipment and associated manufacturer requirements.
- Participate in manual cleaning and full reprocessing activities for endoscopic equipment following manufacturer guidance and competency frameworks.
- Carry out weekly testing such as water sampling, ACT and PCD testing and complete associated documentation in accordance with local policy and HTM 01-06.
- Maintain accurate tracking and traceability records to always ensure full patient and device traceability.
- Support the safe handling, transportation and storage of decontaminated equipment in line with infection prevention and control standards.
- Escalate equipment faults, failed testing, process deviations and concerns relating to decontamination standards to the Regional Decontamination Lead Technician and Senior/ Lead Nurse with further escalation to the Head of Decontamination and AP(D) where appropriate.
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## What people see in you:

- A team player who is supportive, reliable and trustworthy, who gets stuck in and creates a positive atmosphere
- Someone who takes pride in their work and delivers great customer service
- A person who naturally instils confidence in everyone they work with • Someone who thrives on and is calm in challenging situations, working well under pressure
- Someone who has self-awareness and is self-motivated to develop themselves
- A colleague who is flexible and adaptable
- A person who makes good decisions

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- Someone who is approachable, dedicated and hardworking, and presents a professional image
- A great communicator at all levels
- Someone who has great time management skills and can prioritise workloads accordingly
- A positive influence on their work

## You will:

- Understand the importance of patient confidentiality and be aware of data protection
- You will be self-aware and reflective and have the ability to utilise sound judgement skills within the scope of your practice
- Have excellent 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 confident in your ability to prioritise tasks
- Be able to follow instructions to support both your colleagues and patients
- Be able to demonstrate an appreciation of patient care and confidentiality
- Have a full understanding of the implications of the Data Protection Act, Information Governance Statement of Compliance and Caldicott Principles.
- Understand and be able to deliver on the Care Quality Commission fundamental standards for health care.
- Be professional and have cooperative attitude towards patients, and colleagues and have a willingness to embrace new thinking and new technologies.
- Show diligence in CPD, especially in Endoscopy
- Attend local and national training as required to ensure delivery of best practice

## You have experience of:

- Working in a patient/client facing role
- Working as part of a team but also independently