

Healthcare Assistant

Location: NWCATS Manchester

Reports to: Senior Patient Administrator

Working with: Patients, Clients, Clinical and Non-Clinical Colleagues, Site Managers, Patient Referral Centre, Head Office support functions, Suppliers

InHealth sees more than 3 million patients each year and diagnostic imaging is one of the busiest services we provide. Our Healthcare Assistants 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.

As a Healthcare Assistant you will deliver a professional and patient-focused service, working alongside your clinical colleagues in our dynamic and fast-paced sites. 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:

Ensure the smooth running of the work day by greeting and preparing patients for their procedure. Use a patient management system to provide both clinical and clerical support to practitioners, enabling effective and efficient patient care to be delivered. Maintain a safe clinical environment in line with the Company's Health and Safety and Infection Control.

What you are responsible for:

- Welcoming patients to the unit in a professional manner and acting as patient advocate at all times to ensure both privacy and dignity
- Clarifying patient's identification and completing the pre-scan consent and data protection form
- Visiting patients on-ward if necessary to obtain a completed safety questionnaire in advance of the procedure
- Preparing patients for clinical procedures and chaperoning them as required
- Assessing patients' conditions post procedure and report any changes to the relevant staff
- Advising patients of relevant examination details as and when required with the support of the practitioner
- Managing clinical risk within own designated working area
- Ensuring the smooth flow of clinical and administrative work whilst supporting Practitioners and other colleagues
- 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

Job description

- Adhering to InHealth's processes and policies regarding safeguarding of Adults and Children and ensure reporting process is embedded in daily practice.
- Answering the phone when required, taking messages and delivering to the appropriate staff member
- Re-ordering supplies of consumables, laundry and patient gowns 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
- 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 positive attitude with a helpful and proactive approach to customer service
- A professional, empathetic and courteous individual who cares about people and conducts themselves professionally with both patients and colleagues
- A team player who is supportive, reliable and trustworthy
- Someone who thrives on and remains calm and focused in challenging situations

You will:

- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively
- Have excellent verbal and written communication skills
- Have good listening skills with an ability to present information in a logical manner
- Understand the importance of patient confidentiality and be aware of data protection
- Be confident in your ability to prioritise tasks
- Be able to follow instructions to support both your colleagues and patients
- Be flexible in your working patterns to fulfil clinical requirements and be willing to adjust these at short notice to accommodate unexpected changes
- Have eligibility to drive in the UK (applicable to mobile roles)

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
- Using effective communication skills with customers and the public
- Working with multi-skilled colleagues as part of a multi-disciplinary team
- Data protection and confidentiality laws

Other key parts of the Healthcare Assistant's role:

- You should be able to work without clinical risk in respect of the equipment being used (no metallic implants, pacemaker etc.)

Job description

- You need to be willing to be flexible when working shifts required
- There may be instances where our Healthcare Assistants need to work additional hours or outside their region to support the operational requirements of the business
- On occasions, national travel may be required to attend training courses