

**TITLE OF POST:** Nursing Assistant/Health Care Assistant with Driving and Call Handling Duties (Pilot - Temporary for 6 months)

**LOCATION:** Dalriada Urgent Care Primary Care Centre, Ballymena.

**RESPONSIBLE TO:** General Manager

**REPORTS TO:** Lead Nurse for Quality and Performance

**RATES OF PAY:** Standard Weekday rate £ 9.56 per hour

 Standard Weekend rate £11.57 per hour

 Nightshift Weekday £11.07 per hour

 Nightshift Weekend £13.38 per hour

 Bank Holiday rates Enhanced

**HOURS:** All shifts to include evenings, weeknights, weekends and public holidays

**BASIC DUTIES: Job Summary**

To assist registered staff in ensuring that patients receive the care identified in their medical management plan.

The post holder will be required to drive the Dalriada car to visits and communicate with the team base using telecommunications equipment.

During periods when no visits are scheduled the post holder will provide an answering service and handle associated administration, this includes reception duties for patients invited to attend the centre by a doctor.

The post holder must adhere to the Northern Ireland Code for Nursing Assistants (DHSSPS).

**Main Duties and Responsibilities.**

1. Assist registered staff in ensuring that patients receive the care identified in their medical management plan.
2. Ensure that confidentiality is maintained at all times.
3. Attend courses and study days to promote professional development.
4. Adhere to Dalriada Urgent Care’s policies in relation to infection prevention and control and manual handling.

Infection prevention and control is the responsibility of all staff. As a Nursing/ Health Care Assistant all duties must be carried out in accordance with the Dalriada Urgent Care’s hand hygiene and infection control policies and procedures. You must also ensure that waste produced within Dalriada Urgent Care is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

1. Transport the Clinician safely to patient’s homes.
2. Ensure the vehicle is roadworthy and report any faults or accidents.
3. Maintain the cleanliness of the car, ensure the vehicle is fuelled at the beginning of each shift and complete the driver’s checklist.
4. Load the appropriate medical equipment into the car at the beginning of each shift and ensure its safekeeping.
5. Liaise with the supervisor via the phone and ensure all calls are managed on the clinical software system in a precise and timely manner.
6. When in base, receive incoming calls promptly and efficiently from patients, health care professionals and process onto the computerised system in accordance with guidelines.
7. Remain up to date with all protocols by checking your emails for regular updates as necessary.
8. To receive incoming calls promptly and efficiently from Patients, Health Care professionals and services and process onto the computerised system in accordance with guidelines.
9. Admitting patients to the Centre for pre-book appointments and walk-in patients.
10. To ensure that general housekeeping duties are carried out on each shift.

 ***The duties and responsibilities outlined above are not intended to be definitive or restrictive and may be amended to meet the changing needs of the service.***

**Personnel Specification**

1. Hold NVQ/ VRQ/QCF **Level 2** Certificate in Health/Health and Social Care (or equivalent) **OR** hold 3 GCSEs at grade A-C including English (or equivalent) and have 1 years’ experience within the last three years of assisting a clinical nursing team in the delivery of nursing care to adults in a hospital, community or nursing home setting. Applicants must have experience in the use of hoists, steadys, slide sheets etc. Candidates will be asked to provide evidence of relevant qualifications at interview.
2. Display effective verbal and written communication skills.
3. Demonstrate a commitment to providing a high level of patient care.
4. Must have data input experience.
5. Hold an unendorsed driver’s licence with 3 years’ driving experience.

1. Must be over the age of 25 years.
2. Access NI Enhanced Disclosure check.
* **ASSESSMENT INFORMATION**

Applicants MAY be invited to complete various aptitude tests to assess suitability for the position. Should you have any special requirements to be able to undertake these tests, please make them known to us on your application form or contact the HR Department.

Upon completion of Assessment, selected candidates who meet the required score will be invited to attend for interview.