

Job description and person specification

Position			
Job title	Covid-19 Vaccination Programme – Healthcare Assistant	Responsible to	Site/Service Manager
Salary	£20,000	Accountable to	Site/Service Responsible Clinician
Hours	Full, part time or zero hours	Base	PCN and community
Service and team		About the role	
<p><i>This role forms an integral part of Primary Care Network COVID-19 Immunisation delivery across Herefordshire. For PCNs, Housebound and care home residents.</i></p>		<p>As a Healthcare Assistant working in immunisations, the post holder will work as part of a dynamic team in delivering a safe and effective service for the mass delivery of vaccinations for the COVID-19 vaccine(s).</p> <p>In particular, the post holder will be responsible for:</p> <ul style="list-style-type: none"> • Supporting the vaccination activity, assisting with the configuration of the vaccination station and waste control. • Sanitisation and infection control in the vaccination station and the postvaccination observation area. • Observe patients post vaccination, identifying signs of anaphylaxis or deterioration and escalating to responsible clinician • Recognise and respond as needed to any medical emergency. This may include helping a patient with their breathing if they have an allergic reaction to the vaccine. 	

Key Job specifics and responsibilities

Responsibilities for direct/indirect patient care

- Required to work with little supervision.
- Handle difficult conversations (sensitive, language barriers, hostile atmosphere) when needed or escalate to a supervisor.

Responsibilities for policy and service development implementation

- Follow local and national policies.
- Adhere to infection control procedures.
- Adhere to Professional Code of conduct, and maintain own professional development ensuring fit for practice
- Ensures that all NHS statutory & mandatory training is kept up to date. Attend all mandatory training as needed.
- Respond to queries or escalate to the clinical supervisor.

Responsibilities for financial and physical resources

- Responsible for the safe and effective use of equipment and other resources, ensuring equipment is maintained in good working order.
- Ensure vaccine, stationery and health promotion resources are monitored appropriately.

Responsibilities for human resources (including training)

- Improve and maintain personal and professional development by participating in continuing professional development activities.
 - Undertake mandatory training and any other training relevant to the role as required. This includes essential BLS, Anaphylaxis and Immunisation training.
- Participate in clinical and other audits as required.
- Participate in relevant emergency preparedness process for their team.
- Demonstrate own activities to others when necessary.

Key accountabilities

Role specific

- Support with the configuration of the vaccination station, ensuring the availability of initial consumables, waste receptacles, trolleys and vaccines.
- Be familiar with Patient Group Directives (PGD's) for the vaccination.
- Support vaccinator and post-vaccination observer with the disposal of any clinical and non-clinical waste and change of PPE.
- Ensure waste control and sanitisation of the vaccination area.
- Ensure waste control and sanitisation of the post-vaccination observation area.
- Support with the storage, transportation and delivery of vaccines and equipment (e.g. collect and return vaccines to storage areas, ensure disposal of used clinical equipment).
- Ensure strict data and patient record confidentiality.
- Meeting & greeting patients, ensuring they are comfortable, reassuring them pre and post vaccine, helping them navigate the vaccination centre, as well as signposting them to relevant external resources as needed.
- Record fridge temperatures, reporting deviances to registered nurse or site manager. Ensuring all patients are dealt with in a respectful and compassionate manner, that they are welcomed and cared for during the process, ensuring they are supported as needed.

Behaviour / Ways of working / Work approach

- Manage and prioritise own workload
- Work as an effective team member, demonstrate good personal communication skills and actively promote excellent team and interdisciplinary relationships
- Demonstrate appropriate assertiveness and ability to challenge others when the rights of clients and others may be infringed
- Demonstrate concise, accurate, timely record keeping and ensure that all work carried out is recorded accurately

Patient Safety and Clinical Governance

- Understand current and emerging factors related to workplace health and the issues facing those working to deliver health services to the UK population.

Responsibilities for information resources (including systems access)

- Effectively use IT support systems to enhance direct and indirect care delivery.
- Submit accurate and timely activity data as required.
- Taurus Healthcare requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the company and its service users and employees.
- All Taurus Healthcare staff are bound by a duty of confidentiality and must conduct their duties in line with the NHS Confidentiality Code of Practice, Data Protection Act and Freedom of information Act.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the company and its service users and employees will remain the property of the Taurus Healthcare. Information may be subject to disclosure under legislation at the Company's discretion and in line with national rules on exemption.
 - Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the Company taking legal action against them.

Freedom to act

- Accountable for own professional actions but guided and supervised by the Operational and Clinical Lead.

- Assist in the monitoring and maintenance of the health, safety and security of self and others in work area.
- Assist in the identification and assessment risks in work activities.
- Observe and maintain strict confidentiality with regards to any patient/family/staff/records and information in line with the requirements of the Data Protection Act.
- Practise within the national protocols, training and levels of competence.
- Adhere to all centre policies, procedures and processes.
- Work with team to maintain high standards of cleanliness in the clinical area and a well-maintained department environment.
- Follow the centre and national policies including Patient Group Directions (PGD's) and national protocols or standard operating procedures (SOPs) are followed. These include SOPs on the safe storage, administration and disposal of the vaccine.
- Assist in the monitoring and maintenance of the health, safety and security of self and others in work area. Assist in the identification and assessment risks in work activities.
- Practise in accordance with the professional, ethical and legal codes of the site and its protocols and guidelines
- Work with team to maintain high standards of infection control in the clinical area and a well-maintained department environment
- Actively promote diversity and sustain relationships that promote dignity, rights and responsibilities. Identify and take action to address discrimination and oppression
- Ensure that the practice complies with Data Protection/ Confidentiality/ Caldicott principles in addition to Statutory and Regulatory guidelines of the Professional Bodies (NMC, GPhC, HCPC and others)
- Safeguard people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalate concerns when necessary
 - Reflect on everyday practice to identify areas where improvements in safety or quality can be made
- Maintain compliance with staff mandatory training requirements and additional Covid-19 training packages as directed by the Service Lead which will require vigilance to ensure all changes are complied with e.g. vaccine specific training for new vaccines.



- Works within Patient Group Directions or National protocol.
- Escalate queries or problems outside own area of competence to line manager.

Physical effort

- Manual handling of equipment (e.g. records, vaccination equipment)
- Frequent requirement to exert moderate physical effort (walking, standing up).
- Sit moderate periods when using visual Display Units / writing records / correspondence.
- Lift and carry patient records and equipment daily.

Mental effort

- Frequent concentration to undertake role.
- Work pattern altering to meet service need and prioritising work issues accordingly with changes faced.

Emotional effort

- Occasional need to cope with difficult emotional situations.



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Person specification				
Criteria		Essential	Desirable	Evidence*
Qualifications	• GCSE or equivalent.	√		A/I
	• Educated to NVQ level 3 or equivalent previous proven experience.	√		
Knowledge and experience	• Commitment and willingness to undertake learning and development courses as required to ensure competency for role.	√		A/I
	• Understanding of Confidentiality and Data Protection Act.	√		
	• Experience of working with the public.	√		
	• Able to demonstrate team working.	√		
	• Able to demonstrate a basic understanding of the national immunisation programme.	√		



**Skills
Capabilities &
Attributes**

- Ability to prioritize work and being self-motivated.
- Good communication skills.
- Communicate relevant information to patients, with empathy and reassurance.
- Ability to work as part of a team and actively participate in team meetings.
- Able to demonstrate professional conduct, preserve client's rights including confidentiality and promote mutual respect amongst colleagues.

Analytical and judgment skills

- Able to make decisions appropriate to role, level of knowledge and competence, using professional judgement; some of which will require analysis.
- Work according to protocols under clinical supervision.

Planning and organisational skills

- Able to work flexibly and respond to changing demands in workload.
- Able to prioritise own work and support the team daily.
- Delivers vaccination sessions and health promotion as needed.

Physical skills

Standard keyboard skills and IT literacy.

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A/I

Values and Behaviours	<ul style="list-style-type: none"> • Commitment to and focus on quality, promoting high standards in all they do. • Able to make a connection between work and the benefit to patients and the public. • Consistently think about how their work can help and support clinicians and frontline staff deliver better outcomes for patients. Value diversity and operate with integrity and openness. • Work well with others, being positive and helpful, listen, involve, respect and learn from the contribution of others. • Consistently look to improve what they do, look for successful tried and tested ways of working, and also seek out innovation. • Understanding of and commitment to equality of opportunity and good working relationships. 	√ √ √ √ √ √ √		A/I
Other	<ul style="list-style-type: none"> • Ability to maintain confidentiality and trust and an awareness of information governance requirements and data protection. • Satisfactory Disclosure of Barring Service. • Flexibility to work over seven days per week, to support the delivery of a 24hr service (if applicable). 	√ √ √		

* Evidence will take place with reference to the following information:

A	Application form
I	Interview
T	Test or Assessment
C	Certificate