

### Job Description

<b>Job title</b>	Physical Health Assistant	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Physical Health Lead	<b>Job code</b>	HC001
<b>Location</b>	Kneesworth House Hospital	<b>Evaluation Date</b>	1 January 2024

#### Job Purpose

- A critical member of the Hospital Physical Health team, supporting and assisting the Physical Health Nurses in ensuring the patients in the defined area have their physical healthcare nursing needs identified, care planned and evaluated in accordance with best practice.
- Provide general administrative support to the physical health team: this includes uploading documents to care notes, updating spreadsheets, ordering equipment and other duties assigned by the Physical Health Nurses.
- To be in charge of organising and running the Hospital physical health clinics such as the Dental Clinic, the Podiatry and others.

#### Responsibilities

- Organise and run Hospital Physical Health clinics liaison with the external providers.
- Document all patient seen at every clinic and individual patient contacts in their Electronic Clinical record promptly, escalating information to medical and other nursing colleagues as required.
- Provide administrative support to the Physical Health Hub including ordering supplies, uploading documents to appropriate care note sections, updating spreadsheets, liaising with wards and external organisations on-behalf of the Physical Health Team.
- Provide specific interventions with patients as delegated by the Registered Physical Health Nurse, and following training and competency attainment: Phlebotomy, ECG and general physical observations when required.
- To assist the Physical Health Lead in organising regular team meetings and taking minutes.
- To assist with the admin area of infection control audits, checks and actions as directed by the Physical Health Lead.
- To receive and convey information from telephone or personal enquiries in a courteous and supportive manner.
- Act as a resource at site regarding Physical health medical devices and re-stocking.
- Develops and maintains a good professional relationship with patients, colleagues and visitors responding promptly and courteously to requests, suggestions and enquiries.
- Assist with tidiness of Physical Health Hub, Hospital Pharmacies and ensuring stocks are in dates.
- Support with Health Promotion activities onsite and ensure service users are gaining quality service.
- Participate in supervision and adhere to Priory policies and protocols.
- Undertaking routine tasks and activities as directed by the Physical Health Nurses.

**Knowledge / Education / Skills**

- Educated to a minimum NVQ 1 or GCSE's in Mathematics and English.
- Understands the need for strict confidentiality
- Basic IT literacy

**Experience**

Experience of patient care and healthcare administration will be an advantage but not essential for this role

**Communication**

The post holder is required to have effective written, verbal and non-verbal communication skills, with an ability to adapt their style as appropriate to the environment they are communicating in.

**Working Environment**

Physical Health Hub, Hospital Physical Health Clinic, Site Clinical areas and ward areas.

**Safeguarding**

All Priory Group colleagues have a responsibility to safeguard the individuals we care for, these may be adults and children or individuals connected to the people Priory Group supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

**Upholding the Company Behaviours**

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being Supportive	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>

Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>