



## THE LODGE SURGERY

### Health Care Support Worker (HSCW / HCA)

#### Job Description

#### REPORTS TO:

Nurse Manager (Clinical Supervision) Practice Manager (Administratively), Partners

LOCATION: Lodge Surgery / PCN Practices

#### JOB SUMMARY:

The purpose of the post is to assist the GPs and nurse team in the delivery of safe, high quality primary care services to the practice population. The post holder will undertake delegated tasks and duties under indirect supervision of members of the nurse team. The post holder will work within clear parameters and lines of accountability after appropriate training and assessment of competence. The role focuses on health promotion, disease prevention and assisting with clinical and administrative duties that contribute to improved population health and patient outcomes across the Primary Care Network (PCN).

The requirements of the post are linked to Level 3 of the District and General Practice Nursing Service Education and Career Framework (Health Education England).

#### KEY RESPONSIBILITIES

##### Clinical Care Delivery

- Working within guidelines and protocols undertake and record:
  - Urinalysis and preparation of specimens for laboratory analysis
  - Temperature, pulse and respiratory rate
  - Weight, height, waist circumference and Body Mass Index
  - Measurement of legs for compression hosiery
  - ECGs
  - Near patient testing e.g. blood glucose, lipids and INR
  - ABPI ultrasound measurement working with registered nurse
  - Measurement of airway function (peak expiratory flow rate, Feno and spirometry).
- Deliver NHS Health Checks, record clinical observations and gather lifestyle and risk information.
- Provide brief health promotion advice (e.g. smoking cessation, weight management).
- Obtain venous blood samples from individuals for investigation.
- Administer selected vaccines in accordance with the national schedule and legal authorisation.
- Administer medications by injection with the appropriate legal authorisation.
- Carry out care of wounds and apply dressings after initial assessment by registered nurse.
- Remove wound closure materials including sutures, clips and staples.
- Assist clinicians carrying out minor surgical procedures.

#### Administrative/Service Support

- Assist with management of clinical supplies e.g. monitoring stock levels, ordering, re-stocking of clinical areas and maintenance of equipment.
- Participate in quality improvement e.g. audit, development of protocols and new services.
- Attend practice/clinical/nurse meetings and contribute to the agenda in the development of the nursing service and where appropriate wider practice systems.
- Chaperone clinicians.
- Support PCN initiatives around lifestyle interventions, smoking cessation, and healthy weight.

#### Personal/Professional Development

- Complete statutory training/updating and mandatory training as specified by the practice policy.
- Achieve competence in the 15 standards of the Care Certificate Framework within three to six months of appointment.
- Work as part of a multidisciplinary team to support long-term condition management and health inequalities.
- Contribute to vaccination and immunisation programmes across the PCN.
- Complete skills specific training and regular updating.
- Participate in an annual individual performance review including maintaining a record of own personal and professional development.
- Take responsibility for own development, learning and performance and identify gaps in knowledge and skills.
- Inform Nurse Manager or Practice Manager if unable to perform any aspect of role competently.

#### Health and Safety

- Use practice security systems according to practice guidelines.
- Identify risks in work activities and report to Nurse Manager or Practice Manager.
- Follow appropriate infection control procedures.
- Maintain work areas in a tidy and safe manner.
- Communicate effectively with individuals in other agencies to meet people's needs.

#### Equality and Diversity

- Act in a way that recognises people's rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
- Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Promote equality, diversity, and inclusion in all aspects of care delivery.

#### Information Governance

- Ensure information is collected, used and shared ethically and legally, ensuring data quality and security.
- Ensure that data is accurate, up-to-date, and reliable.
- Ensure that personal information is handled with respect and security, maintaining trust and confidentiality.
- Work in line with data protection and safeguarding policies.

### Scope of Practice

This role aligns with the NHS England Network Contract DES 2025/26 (B20.1–B20.3) and the Primary Care & General Practice Nursing Career and Core Capabilities Framework (Support Worker Level Practice). Working under supervision while developing competencies in community-based care and clinical support.

### Qualifications / Entry Requirements

- Care Certificate – must hold or be actively working towards completion.
- Level 2 or Level 3 Healthcare Support Worker Apprenticeship (or equivalent recognised qualification such as the STEP programme).
- Must work under the supervision of a registered healthcare professional.
- DBS clearance required.
- Good literacy and numeracy skills – able to complete training and maintain accurate clinical records.

### Person Specification

Criteria	Essential	Desirable
Qualifications	Care Certificate (or working towards); Level 2/3 HCSW Apprenticeship or equivalent	Health-related NVQ, STEP programme, or relevant CPD
Experience	Experience providing direct patient care or support in a healthcare setting	Experience in general practice or community healthcare
Skills	Good communication and interpersonal skills; able to follow instructions and protocols; maintains accurate records	Basic IT skills and familiarity with clinical systems (SystemOne)
Knowledge	Understanding of confidentiality, infection control, and safeguarding	Awareness of public health priorities (e.g. smoking cessation, obesity)
Personal Qualities	Caring, kind and compassionate; calm under pressure; team player; adaptable; willing to learn and take feedback	Demonstrates initiative and motivation to progress through further training