

Job Framework, Health Care Assistant



Purpose:

Reporting to the Nurse Manager, the main purpose of this role is to provide efficient pre-treatment telephone consultations to clients and record them on electronic medical records.

Job Title:	Location:	Reporting to:	Probationary Period:
Health Care Assistant	MS One Call, Bristol	Nurse Manager	6 months

Marie Stopes International (MSI) is a marketing focused, results oriented social enterprise. We develop efficient, effective and sustainable family planning programmes in the UK and overseas. The UK division provides services to men and women over 130,000 times a year.

The primary responsibility of this role is to further MSI's Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individuals right to: **CHILDREN BY CHOICE NOT CHANCE**

It is a role requirement that the job holder must fully comply with, promote and live **MSI CORE VALUES**:

mission driven	customer focused	results orientated	pioneering	sustainable	people centered
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Key Responsibilities	Measure
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Consultation	
<ul style="list-style-type: none"> make out-bound calls to clients to discuss pre-treatment consultation questions, current and future contraception information and aftercare advice which will be recorded on electronic medical records advise clients of what to expect on arrival for treatment appointment make comprehensive records of each call dealt with, any advice given and ensure client database is routinely updated monitor the service and suggest improvements where necessary seek assistance, where necessary, under the supervision and direction of a first level nurse maintain client confidentiality at all times, in line with MSI procedures and the Data Protection Act between calls undertake administrative and other tasks as requested by the Nurse Supervisor 	<ul style="list-style-type: none"> Calls completed within 20 minutes Adhere to policies and procedures Adhere to policies and procedures Internal audit Client feedback & satisfaction KPIs Use of internal feedback forums Appraisal Sound decision making Feedback Adhere to policies and procedures As required

Training	
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<ul style="list-style-type: none"> regular updating of own knowledge and development and undertaking training/learning activities assisting in orientation and teaching of new and existing team members participation in performance review attend occasional MSI Centre visits in order to keep knowledge of procedures and good practice 	<ul style="list-style-type: none"> Attend internal and external training Mentoring Internal training Call monitoring One to one meetings Regular centre visits
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Other Duties

- any other duties as directed by the Nurse Manager or Nurse Supervisor
- As required

Skills and Experience

Qualifications:

- English Language and Mathematics to GCSE standard or equivalent
- NVQ (Level 3) Health Care (desirable)

Experience:

- Previous HCA / Auxiliary experience (desirable)
- Experience of working in a health care / clinic background
- Experience and enjoyment of working with people
- Past experience in women's health / Termination of Pregnancy services (desirable)
- Experience of prioritising work

Skills:

- IT Literate with good keyboard skills
- Ability to work as part of a team and liaise with people of all levels
- Good listening and communication skills
- Ability to remain calm in a pressurised environment

Attitude / Motivation:

- Flexibility
- Drive and enthusiasm
- Sensitivity to individual client needs
- Confidentiality
- Friendly, helpful, warm and caring manner
- Reliable
- Pro-choice on abortion
- Positive attitude to organisational change
- Willingness to take up training opportunities
- Keenness to develop personal training
- Willingness to participate in the training and orientation of others
- Presentable appearance