

# Health Care Assistant



## Job Framework

Job Title	Health Care Assistant
Location	
Reporting to	Clinical Registered Manager/Clinical Team Leader

### The Function

MSI Reproductive Choices, is a reproductive health charity, best known for its abortion services which help 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24 hour confidential helpline work, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who need us. 95% of our services are commissioned by the NHS.

Our clinic network is growing as part of our strategy to be the charity of choice for the women and men who turn to us for help, and for our funders. Our influence is growing too, as we work to increase public and political understanding of the issues women and men face in making reproductive choices.

We're looking for people who share our drive to provide the best quality care to everyone who needs our services to join our committed teams of clinical, management and support staff.

We're proud to be champions for reproductive choice, and we work hard every day to make a reality of women's rights to decide whether and when to have children.

### The Role

Reporting to the Clinical Operations Manager or Clinical Team Leader, the main purpose of this role is to provide appropriate and effective care, as determined by the client, with the allocation of an accountable Registered Nurse / Midwife on every shift who will be responsible for documentation. MSI philosophy of minimal intervention.

### Competencies

#### Consultation

- Blood sampling
- Height and Weight
- TEWS observation
- Pregnancy testing
- Ultrasound analysis

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## Ward

- Provide support to clients undergoing the procedure without a general anaesthetic alongside a Registered Nurse / Midwife
- Monitoring observations according to the TEWS policy
- Escorting clients to theatre

## Theatre

- Assisting with recovery of client and transport back to ward
- Disposal of foetal tissue
- Assisting anaesthetist and surgeon where necessary
- Supporting privacy and dignity in the theatre
- Sterilisation and preparation of instruments and soft packs for each procedure and cleaning and re-sterilising instruments following each procedure
- Preparation and cleaning of theatre, sluice and recovery prior to, and after, each operating list

## Equipment and Environment

- Assisting in the daily checking and maintenance of routine, emergency and environmental equipment ensuring that all checks are carried out to a satisfactory standard and recorded
- Assisting in the checking of stock levels and participating in the ordering of stores as directed by the Clinical Supervisor **Training**
- Participation in personal performance review
- Regular updating of own knowledge and development and undertaking training/learning activities

## Occasional Duties

- Any other duties as directed by the Clinical Operations Manager, Operations Manager or Clinical Team Leader
- Identifying safeguarding concerns and reporting to a registered nurse / Midwife

## Experience

- Past experience in women's health / termination of pregnancy services (desirable)
- Experience and enjoyment of working with people
- Experience of working in a healthcare/clinic background
- Previous HCA experience (desirable)

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## Qualifications and Training

- English Language and Mathematics to GCSE standard of equivalent
- Level 3 NVQ in Healthcare desirable
- IT Literate

## Personal Attributes

### Skills

- Ability to work as part of a team and liaise with people of all levels
- Good listening and communication skills
- Flexibility and willingness to travel to other centres with reasonable notice

### Personal and Social Skills

- Drive and enthusiasm
- Good sense of humour and ability to remain calm in a pressured environment
- Confidentiality
- Friendly, helpful, warm and caring manner

### Attitude / Motivation

- Pro-choice
- Positive attitude to organisational change
- Willingness to take up training opportunities
- Keeness to develop personal learning
- Uphold and actively demonstrate behaviours that align with organisational values and behaviours

# MSI Behaviours and Values

## Team Member Behaviours

### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate •

You are courageous in challenging others and taking appropriate managed risks.

### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective

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- You manage your career development including keeping your knowledge and skills up to date.

## Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

## Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

## MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.