

Job Description: Bank Healthcare Assistant – Procedure Suite – Pre & Post Recovery (Welbeck Orthopaedics & Neurology)

About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We're a growing network of specialist day-case centres setting a new standard for private healthcare - combining calm, confidence, and clinical credibility in environments designed around people, not process.

We reject the impersonal and process driven. Instead, we create refined, patient-centred spaces where consultants and teams are empowered to deliver world-class care and a seamless patient experience. Every Welbeck centre reflects our belief that excellence is achieved through partnership, purpose, and precision.

About Our Neurology & Orthopaedics Centres

Welbeck Neurology Centre

Our state-of-the-art Neurology Centre brings together leading private neurologists, neuroradiologists and neurophysiologists to deliver advanced diagnostics and exceptional patient care. Led by consultants who are recognised experts in their field, the centre offers sophisticated testing capabilities and a highly personalised approach to neurological assessment and treatment. Patients benefit from seamless access to specialist expertise, modern technology and a calm, supportive clinical environment.

Welbeck Orthopaedics & Sports Medicine

Our Orthopaedics & Sports Medicine Centre is built on a fully integrated and interdisciplinary model of care. The team comprises highly skilled specialists who work collaboratively to deliver comprehensive, holistic treatment plans tailored to each patient's musculoskeletal needs. This coordinated approach ensures patients

receive the highest levels of clinical expertise, innovative treatments and a smooth, joined-up care experience from diagnosis through to rehabilitation.

About the Role

We are seeking a compassionate and proactive Health Care Assistant (HCA) to join our Minimally Invasive Procedure Suite at Welbeck Orthopaedics & Neurology. In this role, you will support patients before and after their procedures, including those receiving infusion therapies. Working closely with our nursing and medical teams, you will help deliver high-quality, holistic care within a modern, patient-centred setting. This is an excellent opportunity for someone looking to develop their career in perioperative and procedural care

Key responsibilities

- Support the safe admission and discharge of patients under the guidance of a registered nurse.
- Prepare patients for procedures and assist with recovery following minor surgeries and infusion treatments.
- Carry out basic clinical observations, including temperature, pulse, blood pressure and oxygen saturation monitoring.
- Provide compassionate emotional and physical support, ensuring patient dignity and privacy at all times.
- Perform non-invasive clinical tasks such as ECGs, equipment preparation and patient transport.
- Maintain a clean, safe and well-organised environment, adhering to infection prevention and control standards.
- Assist with updating patient records as directed, ensuring accuracy and confidentiality.
- Provide chaperone support during clinical examinations and procedures.
- Communicate effectively with patients, carers and the wider multidisciplinary team.
- Role-model high standards for junior HCAs, contributing to a positive team culture and excellent service delivery.
- Support nursing staff with equipment setup and ensure procedure areas are fully prepared.
- Assist with routine checks of medical gas and suction equipment under supervision.
- Contribute to patient feedback collection and support quality improvement initiatives.

Qualifications and experience

- Experience in a hospital, procedure suite or day surgery environment (essential)
- A minimum of 1 years' experience in a healthcare setting (essential)
- Current BLS certification (essential)
- Commitment to equality, diversity and inclusion aligned with healthcare
- Strong interest in working within infusion therapy and minor surgical recovery settings
- Commitment to patient safety, comfort, and communication

- Willingness to learn and support clinical tasks within scope of role

Key skills

- Excellent organisational skills
- The ability to work autonomously as well as part of a team
- Excellent interpersonal and communication skills
- The ability to set, implement and evaluate standards of practice
- The ability to work across functions and to manage pressure
- Strong numeracy and literacy skills
- Empathetic, patient-centred approach to care
- Basic IT skills for recording patient data

Why Welbeck

- **Autonomy & Influence:**-A leadership community that trusts your expertise to drive excellence and growth.
- **Purpose-Driven Culture:** A values-led environment where world-class clinical care and operational performance go hand in hand.
- **Growth & Impact:** Be part of a network defining best practice in day-case healthcare and delivering experiences patients genuinely remember.

Infection Prevention and Control

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Business to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Health Partners Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on strictly need to know basis in accordance with the responsibilities of the Business's Caldicott Guardian.

Health and Safety at Work

In addition to the Business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Risk

Accept personal responsibility for contributing to Welbeck's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Business.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Business, in accordance with the business policy and training. Identify and report actual or potential hazards/ risks in the work environment in accordance with business policies and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow, Welbeck Health Partners policy on use of Personal Protective equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminate all forms of

unlawful discrimination. The Business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff).

All individuals have a duty to adhere to the Business Diversity and Equality Opportunity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practice.