

Job Description: Healthcare Assistant

Location: Welbeck, Oxford

Department: Various

Reporting to: Department Manager

Contract: Full-time, Permanent

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 multidisciplinary teams are empowered to deliver world-class care, exceptional outcomes and seamless patient experiences.

Welbeck is bringing a brand-new, state-of-the-art private healthcare centre to Oxford, marking an exciting phase of growth for the organisation. The facility will offer a wide range of specialist services delivered by leading clinicians, supported by cutting edge technology and a strong focus on patient-centred, same day care.

Working across a range of outpatient, diagnostic and procedural services, our teams play a vital role in ensuring every patient receives safe, effective and compassionate care throughout their journey.

The Role

The Healthcare Assistant is a key member of the multidisciplinary team, supporting the delivery of safe, effective and compassionate patient care across Welbeck Oxford.

Working alongside consultants, registered nurses, radiographers and other healthcare professionals, you will help ensure that patients receive a seamless and personalised experience from arrival through to discharge. You will support clinical activities, assist with diagnostic and procedural services, and contribute to the smooth and efficient running of clinics and patient pathways.

Key Responsibilities

- Support the delivery of high-quality, individualised patient care under the direction of registered healthcare professionals.
- Assist patients throughout their healthcare journey, ensuring dignity, privacy, comfort and wellbeing are always maintained.
- Assist consultants and registered nurses during examinations, investigations and clinical procedures.
- Undertake delegated clinical duties in line with training and competency, including observations, ECGs, urinalysis and specimen collection.
- Assist with venepuncture and cannulation where trained and assessed as competent.
- Contribute to the efficient flow of patients through clinics and treatment pathways.
- Prepare and maintain clinical rooms, treatment areas, equipment and supplies to support safe and efficient service delivery.
- Act as a chaperone in accordance with organisational policy and best practice.
- Recognise and promptly escalate any deterioration in a patient's condition or concerns regarding patient safety.
- Support emergency situations by responding appropriately and escalating concerns in line with local procedures.
- Maintain accurate clinical documentation and patient records in accordance with organisational policies.
- Assist with stock management, equipment checks and the effective use of resources.
- Maintain a clean, safe and organised clinical environment and support infection prevention and control practices.
- Support the induction and orientation of new team members and students as required.
- Adhere to all organisational policies relating to governance, confidentiality, safeguarding, information governance and patient safety.
- Participate in mandatory training, competency assessments and ongoing professional development.

About You

You are a compassionate, organised Healthcare Assistant who is committed to delivering outstanding care and service. You thrive in fast-paced clinical environments, with the ability to work collaboratively with multidisciplinary teams to ensure safe, efficient and person-centred care. You understand the importance of professionalism, discretion and attention to detail and you consistently put patients at the centre of everything you do.

You are comfortable working independently within your scope of practice while recognising when to seek support or escalate concerns. You are effective with managing your time, prioritising your workload effectively, helping you remain calm and focused under pressure.

An effective communicator, you know how to adapt your style and tone, whether verbal or written to a range of audiences ensuring your message is clear and effective whilst contributing positively to both the patient experience and team culture.

You'll also bring:

- GCSE Maths and English (at grade C/4 or above) or functional skills level 1/2
- NVQ Level 2 in Health and Social Care
- NVQ Level 2 in Perioperative Practice (if working in Theatres)
- Completed Care Certificate
- Evidence of ongoing professional development
- Confidence using Microsoft Office applications and electronic patient management systems.
- A commitment to patient-centred care and continuous improvement.
- A willingness to demonstrate the Welbeck values in everything you do: Collaboration, Ambition, Kindness and Empowerment.

The below are desirable traits that we are after, but won't be used to shortlist:

- Experience in venepuncture and peripheral venous cannulation
- Experience working within private healthcare

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.

Quality Care and Governance

- **Patient safety and confidentiality** - Ensure all patient information is handled in accordance with GDPR, information governance policies, and local procedures, maintaining confidentiality and discretion at all times
- **Regulatory compliance** - Adhere to all centre policies, procedures, and statutory requirements, supporting compliance with CQC standards and other regulatory frameworks
- **Incident reporting and escalation** - Identify, report, and escalate complaints, concerns, incidents, or near-misses promptly, ensuring accurate documentation in line with centre governance processes
- **Audit and quality assurance** - Participate in audits, checks, and quality improvement initiatives
- **Continuous improvement** - Support a culture of learning and development, proactively suggesting and implementing improvements to patient pathways, and service delivery
- **Professional accountability** - Act with integrity, discretion, and professionalism at all times, representing the centre positively to patients, colleagues, and external stakeholders

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 the 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.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and at the appropriate level required for the post.