Welbeck | Beyond better healthcare

JOB DESCRIPTION

Job Title:	Outpatient Healthcare Assistant
Location:	Welbeck Regional Centre
Reporting to:	Outpatient Manager

About Welbeck:

Welbeck Cambridge was established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving the local geographical.

The centre provides a comprehensive range of outpatient diagnostic, procedural, and day-case interventions within a modern, purpose-built environment. Services include specialties such as Ear, Nose & Throat, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology, and Gastroenterology.

The Outpatient department provides a range of services, including consultations with specialist, diagnostic tests, minor procedures and follow appointments. All patients arrive for a pre-booked appointment, check in with reception, and confirm personal and referral details. The outpatient nursing team work closely with the reception team to ensure that waiting times are kept as short as possible and our patients received safe quality care.

Welbeck Cambridge forms part of Welbeck Health Partners, a growing network of innovative healthcare centres across the UK, including the flagship facility at 1 Welbeck Street, London. Additional centres are also planned both nationally and internationally.

Controls Assurance Statement:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:
In this role, you will be a vital part of the Outpatient Department team at the Welbeck Cambridge helping deliver care that is not only safe and effective, but also compassionate and centred around each patient's needs.

Working alongside registered nurses, clinicians, and other members of our multidisciplinary team, you will play a hands-on role in supporting patients through their appointments, treatments, and procedures. You'll follow our local policies and procedures, always seeking guidance when needed, and escalating concerns to staff nurses, senior nurses, or your line manager in a timely and professional manner.

You will contribute to maintaining agreed standards of care and support a positive clinical environment by consistently demonstrating the Welbeck values in your day-to-day work. These are:

- **Collaboration, by harnessing strength in difference**
- **Ambition, by seeing beyond the now**
- **Kindness, in supporting others**

• Empowerment, by unleashing potential

As a Healthcare Assistant in the Outpatient department, you'll play a vital role in ensuring every patient receives safe, timely, and compassionate care. Working within your scope of practice and in line with our local policies and procedures, you'll be a trusted member of the team—confident in knowing when to act independently and when to seek guidance from staff nurses, senior nurses, or your line manager.

You will adapt to the dynamic nature of the clinical environment, prioritising tasks effectively while responding calmly to interruptions or changes in patient needs. With a focus on safety and quality, you'll recognise your own limits, escalate concerns promptly, and take swift action when patients show signs of deterioration—always following agreed protocols to protect their wellbeing.

Job Summary:

- Support the delivery of high-quality, individualised patient care within the outpatient setting, in accordance with centre policies, procedures, and agreed care plans, working within own level of competence and under the direction of registered staff.
- Assist with the day-to-day safe running of the outpatient unit, contributing to a positive, efficient, and well-organised clinical environment.
- Recognise and respond appropriately to changes in a patient's condition or emergency situations, promptly reporting concerns and seeking support from registered nurses or senior staff in line with local protocols.
- Work collaboratively as part of the multidisciplinary team to support the effective delivery of outpatient services and ensure a smooth patient journey.
- Maintain and develop own knowledge, skills, and competencies through mandatory training, supervision, and ongoing development.
- Support the orientation of new starters and students as directed, acting as a positive role model within the outpatient team.
- Assist senior staff in maintaining a safe clinical environment, including supporting stock control, equipment checks, and effective use of resources.
- Support patients throughout their outpatient journey, ensuring care is delivered efficiently, safely, and with dignity and respect at all times.
- Deliver care in a compassionate, respectful, and person-centred manner, ensuring patient safety, privacy, and wellbeing are consistently maintained

Key Relationships & Stakeholders:

The role will require multidisciplinary collaboration with consultants; radiographers; nursing; phlebotomists; clinical physiologists; AHP teams and centre senior leadership team. Daily interaction with patients and their relatives/carers.

Main Duties and Responsibilities:

Reporting to the Senior Staff Nurse / Deputy Manager, the Staff Nurse will be responsible for the delivery of safe, effective, and evidence-based nursing care within the outpatient and procedural setting.

- Support the delivery of high-quality, individualised patient care within the outpatient setting, in accordance with centre policies, procedures, and agreed care plans, and within own level of competence.
- Assist with the day-to-day running of outpatient clinics, helping to ensure the smooth and efficient flow of patients through the department.
- Work collaboratively with registered nurses, clinicians, and members of the multidisciplinary team to support the safe and effective delivery of care.
- Act as a professional, courteous, and positive role model within the outpatient team, demonstrating appropriate standards of behaviour, communication, and care at all times.
- Undertake delegated care activities and clinical support tasks in line with training, competency assessments, and local protocols.
- Assist with clinical procedures and patient examinations as required, including acting as a chaperone, preparing patients, supporting clinicians during consultations and minor procedures, and undertaking delegated clinical tests as requested by the consultant or registered staff.
- Support patients throughout their outpatient journey, helping to identify needs and promptly reporting any concerns or changes in condition to registered nurses or senior staff.
- Respond appropriately to emergency situations by following local procedures and escalating concerns immediately to registered staff.
- Promote a culture of safety, dignity, and respect, ensuring patient comfort, privacy, and wellbeing are maintained at all times.
- Contribute to maintaining a clean, safe, and well-organised clinical environment, including stock checks, equipment preparation, and infection prevention and control measures.
- Support the induction and orientation of new starters and students as directed by senior staff.
- Maintain and develop own knowledge and skills through mandatory training, supervision, and ongoing development.
- Adhere at all times to centre policies, procedures, and relevant organisational guidelines, including confidentiality, data protection, and information governance requirements.

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 & Control:

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in providing 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, 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 Safeguarding Child and Adult at Risks Policies and Procedures.

Employees must 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 by 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 a strictly need-to-know basis under the responsibilities of the Welbeck Caldicott Guardian.

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, following the business policy and training. Identify and report actual or potential hazards/ risks in the work environment per 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 the use of Personal Protective Equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality & 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 eliminating 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 Welbeck Equality and Diversity policy and 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 practices.

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 cooperate 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.

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 you will be required to sign up and maintain your subscription to the DBS Update Service.

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Registered in the UK & Wales:
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13763189

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Education/Professional Qualifications:	Essential	Desirable	Evidence
NVQ Level 3 in Health and Social Care	✓		A
Evidence on ongoing professional development	✓		A/I
Basic Life Support (BLS)		✓	A/I
Experience:			
Outpatient experience		✓	A/I
Ability to prioritise workload	✓		I
Competent in venepuncture and peripheral venous cannulation		✓	A/I
Ability to demonstrate good levels of organisation, planning and evaluation of care	✓		I
Experience of effective team working across settings	✓		I
Knowledge and Skills:			
Strong organisational and time-management skills	✓		I
Computer skills for the use of presentations, reports and statistical analysis e.g. PowerPoint, Excel and Word programmes.	✓		I
Effective verbal, written, and non-verbal communication skills, adaptable to a range of audiences (patients, clinicians, peers, external stakeholders)	✓		I
Ability to work autonomously and collaboratively across functions	✓		I
Personal Abilities:			
Demonstrates Welbeck values	✓		I
Calm and professional under pressure; able to prioritise and problem-solve effectively	✓		I
Adaptability – role will require shift work provision	✓		I

Key:

- A = application
- I = interview
- T = test