Job Description: Bank Healthcare Assistant – ENT and Maxillofacial

Location: Welbeck, London
Function: ENT and Maxillofacial
Reporting to: Clinical Nurse Manager, Clinical Coordinator
Contract: Bank

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.

The Role: Healthcare Assistant

We are seeking a dynamic and motivated Healthcare Assistant who is passionate about delivering the highest standards of patient care to join our team at Welbeck London ENT and Maxillofacial Centre.

Based within our expanding private outpatient centre in the heart of Central London, this role offers a unique opportunity to work alongside some of the UK's leading ENT and Maxillofacial group. As part of an exciting period of growth, you will play a key role in shaping and developing the service while contributing to exceptional patient outcomes and clinical excellence.

This position offers significant opportunities for both personal and professional development within a forwardthinking organisation. As Welbeck London continues to expand its network of specialist centres across the UK and internationally, this role provides the chance to be part of an ambitious and innovative healthcare group committed to delivering outstanding specialist care.

Delivering High-Quality Patient Care and Support

- Support the nursing team in delivering safe, effective and patient-centred care across ENT and Maxillofacial services.
- Provide compassionate, professional and respectful care to patients throughout their treatment journey.
  • Assist with patient assessments, observations and clinical procedures under the direction of the nursing team and within scope of practice.
- Prepare treatment rooms, clinic areas and equipment to ensure clinics run safely and efficiently.

- Chaperone consultations and procedures when required.
- Assist with minor procedures, specimen collection, clinical photography, dressings, phlebotomy, PRP, and other delegated clinical activities following appropriate training and competency assessment.
- Support patients with information, reassurance and guidance throughout their visit to the centre.
- Recognise and promptly escalate any concerns relating to a patient's condition, wellbeing or safety to the appropriate clinician.
- Maintain accurate records and documentation in accordance with organisational policies and procedures.
- Promote patient dignity, privacy and confidentiality at all times.

Supporting Clinical Excellence and Service Delivery

- Work collaboratively with Staff Nurses, Clinical Nurse Specialists and the Clinical Nurse Manager to deliver high-quality patient care.
- Assist in the smooth day-to-day running of clinics, treatment rooms and clinical services.
- Ensure clinical environments are clean, organised and appropriately stocked.
- Monitor and replenish clinical supplies and equipment, reporting shortages or maintenance issues as required.
- Support efficient patient flow and contribute to a positive patient experience.
- Participate in team meetings, briefings and service improvement initiatives.
- Demonstrate flexibility and adaptability in supporting service requirements.

Clinical Governance and Patient Safety

- Comply with all clinical governance, infection prevention and control, safeguarding, health and safety and risk management policies.
- Report incidents, accidents, near misses and safety concerns in accordance with organisational procedures.
- Maintain a clean, safe and well-organised clinical environment.
- Follow all policies relating to patient confidentiality, information governance and data protection.
- Participate in audits and quality improvement activities as appropriate.
- Complete all mandatory training and maintain required clinical competencies.

Team Working and Professional Development

- Develop and maintain positive working relationships with colleagues across the multidisciplinary team.
- Support new team members and contribute to a positive and inclusive team culture.
- Demonstrate a willingness to learn and develop new skills relevant to the role.
- Participate in regular supervision, appraisal and personal development activities.
- Take responsibility for maintaining own knowledge, skills and professional standards.
- Contribute to a culture of continuous learning, patient-centred care and clinical excellence.

Communication and Collaboration

- Communicate effectively and professionally with patients, relatives and members of the multidisciplinary team.

- Provide patients with a welcoming, supportive and reassuring experience.
- Act as a positive ambassador for the ENT and Maxillofacial Centre and Welbeck.
- Escalate concerns appropriately and contribute to effective communication within the clinical team.
- Work collaboratively with clinical and non-clinical colleagues to ensure a seamless patient journey.

Professional Development

- Participate in ongoing training and development opportunities to enhance knowledge and skills.
- Support the delivery of high standards of care by maintaining competence in all delegated duties and responsibilities.
- Demonstrate commitment to personal growth, service excellence and continuous improvement.
- Uphold the values, standards and behaviours expected within a specialist private healthcare environment.

About You

You are a caring, compassionate and motivated Healthcare Assistant with experience supporting patients within a healthcare, outpatient, ambulatory or clinical environment. You are passionate about delivering excellent patient care and take pride in ensuring every patient receives a professional, welcoming and positive experience.

You are a reliable and organised team player who enjoys working in a fast-paced multidisciplinary setting. You possess excellent communication and interpersonal skills, enabling you to build positive relationships with patients, consultants, nurses and colleagues while always maintaining professionalism and discretion.

You are committed to providing high standards of care and support, with a strong focus on patient safety, dignity and wellbeing. You understand the importance of attention to detail and are able to recognise and appropriately escalate any concerns regarding patient care or safety.

Ideally, you will have experience working within ENT and Maxillofacial, surgery, private healthcare or another outpatient setting. Experience supporting clinical procedures, assisting with dressings, specimen collection, stock management, clinical photography, patch testing or allergy testing would be advantageous, although full training will be provided.

You are enthusiastic about learning and developing your clinical knowledge and skills and are committed to participating in training and development opportunities. You demonstrate a flexible and proactive approach to work and are always willing to support the wider clinical team to ensure the smooth running of the service.

You are committed to delivering outstanding customer service and patient-centred care, demonstrating professionalism, compassion and respect in every interaction. Most importantly, you are passionate about contributing to a culture of excellence and helping to deliver an exceptional patient experience within a specialist ENT and Maxillofacial service.

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.

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.