



## Job Description

**Job Title** : Health Centre Assistant  
**Responsible to** : Clinical Lead Nurse  
**Department** : Health Centre  
**Last reviewed** : November 2023

### Job Outline and Purpose:

The Health Centre Assistant provides general clinical and administrative assistance to the School Health Centre. The role supports the Health Centre staff in the effective and efficient smooth running of the Health Centre in order to provide the best possible service to the School community.

This is a varied role and includes working with pupils, parents, colleagues, the School's partner GP practice, and where appropriate, external agencies to support the medical care of patients, and the general promotion of health and wellbeing at the School. The role involves assisting with clinical observations in order to support the GP or School Nurse.

The Health Centre Assistant will understand that patient confidentiality, privacy and dignity are fundamental and will work within the Health Centre's rules and guidelines to ensure that these are appropriately protected.

The Health Centre Assistant will be aware of and assist the School in meeting the requirements of the National Minimum Standards for Boarding Schools, in the context of pastoral care and wellbeing.

### Purpose

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role. This job description will be reviewed annually as part of the School's annual performance review process.

### Duties:

The post-holder will:

- Provide outstanding customer service to all visitors to the Health Centre, both in person and on the telephone.
- Provide practical clinical support to the nursing and GP staff, assisting with medical tasks, as requested by the Lead Nurse or GP, commensurate with your training and capabilities e.g., where appropriate carrying out clinical observations and caring for in-patients.
- Undertake a range of administrative duties, including, but not limited to dealing with emails, writing letters, making and receiving telephone calls, booking appointments, circulation of information, maintaining files, updating relevant databases, etc.

- Provide an essential link between the GP staff, School Nurses and School Physiotherapist.
- Greet visitors and take all appropriate steps to ensure they are directed to the right place.
- Ensure that the reception area and waiting room is kept tidy.
- Make refreshments for visitors as required.
- Handle incoming telephone calls, route calls appropriately, deal efficiently and appropriately with all queries and make appropriate follow up calls to enquirers.
- Assist and support in other areas, as and when the need arises, and deal with any other reasonable request by the lead Nurse on duty; this may include caring for pupil in-patients.
- Manage the Health Centre calendar.
- Assist with the organisation and running of various activities and events that are organised by the Health Centre.
- Assist with ordering stock and stock taking for the Health Centre.
- Remain up to date with all appropriate practices, procedures and regulatory requirements within your allocated areas of responsibility and undertake your duties in line with established Haileybury practices and protocols.
- Assist the Clinical Lead Nurse to design and implement efficient and effective working systems and to review and improve such systems over time, as required.
- Ensure that all work is supported with a transparent paper trail i.e., supported by any appropriate filing system which contains clear and accurate working papers.
- Establish and maintain effective communication channels and efficient/effective working relationships with other members of the department, Housemasters and Housemistresses, the School Counselling Service, the wider Pastoral team, parents and other colleagues throughout the School.
- Keep the management team up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable time frame.
- Undertake appropriate training to ensure that skills remain up-to-date and commensurate with the first-class service required for this role.
- Maintain a code of confidentiality commensurate with the role.
- Such other duties as required to ensure the smooth running of the Health Centre, including but not limited to assisting on covering reception.
- Assist in other areas of administrative work within the School which are within your skills and capabilities, as reasonably requested.

## **Other Requirements**

### *Safeguarding and Child Protection*

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

### *Health and Safety*

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

### *Equality and Diversity*

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

### *Code of Conduct*

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

### *Data Protection*

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

## Health Centre Assistant Person Specification

	Essential	Desirable
<b>Qualifications</b>		
Experience in a clinical or medically qualified role		✓
First Aid	✓	
<b>Knowledge, Skills and Experience</b>		
Prior, recent experience in an administrative role	✓	
Prior, recent experience of working within a customer facing role	✓	
Experience of working in a medical centre, school or other educational environment	✓	
Good level of computer literacy, experience in GSuite a plus	✓	
Excellent administrative and organisational skills	✓	
<b>Personal Attributes</b>		
Excellent communication skills with all relevant client groups, both internally and externally	✓	
Ability to understand and operate within a school environment		✓
Well organised with the ability to prioritise work to deadlines and under pressure	✓	
Ability to maintain confidentiality with tact, diplomacy and discretion	✓	
Ability to work in a team and individually, using own initiative	✓	
High level of accuracy with an eye for detail Good numeracy and literacy skills	✓	
Confident, self-motivated and proactive	✓	