Job Description

Job Title	Healthcare Assistant
Function	Service Delivery
Department/Team	Together - Devon
Reports to	Lead Nurse/Appropriate Lead Clinician
Direct Reports	N/A
Dimensions (budget, people span of control)	N/A
DBS Check Level Required	Enhanced DBS Check
Grade/Job Evaluation Level	Core – Coordination
Salary Banding	Individual contributor C
Created/Reviewed date	July 2026

You will be working for (Description of Waythrough and specifics of Service/Function/Office)
Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support. We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Purpose of the Role
To support the clinical team in the service and delivery of direct user care

Key Accountabilities
(List of accountabilities specific to this role)

1. Contribute to service user care plans/triage assessments and or other service user reports
2. Undertake tasks and procedures, in which competency has been assessed/training has been given which is specific to the care environment for example; taking bloods, administering vaccinations/IM Thiamine, carrying out basic health assessments and observations, monitoring community alcohol detoxifications, collection and handling of urine samples, disposal of waste materials, dealing with blood and body fluid spillages in accordance with infection prevention and control procedures.
3. Working across different elements of service delivery for example outreach, needle and syringe programmes.
4. To offer harm reduction advice and information including overdose prevention, wound awareness, and naloxone.
5. To carry out DBST, and referral for Hepatitis C treatment if required.
6. To support and carry out, within own scope of competencies, fibroscans, ECG, venepuncture, and other intervention to support the health of service users.
7. To carry out Healthcare Assessments for new and people already in services
8. To support alcohol assessments and alcohol community detoxifications.
9. Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting any potential risks identified.
10. Record information and activities undertaken with service users in an accurate and timely manner, always maintaining confidentiality and data security.
11. Understand and apply the principles of the cold chain in line with policy.
12. Deal with requests from service users and clinical staff for health information leaflets and sign post appropriately.
13. Participate in the audit process and promote service wide or local clinical audit. Implement findings/changes where indicated.

General Accountabilities (List of accountabilities applicable to all roles)
• Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required. • Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework. • Keep abreast of policy and professional development within your area of professional expertise. • Promote, adhere to and live our workplace values of being kind, courageous and respectful.

Additional Information
This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.

Values and Competencies

Our Values
• **Kindness** • **Courage** • **Respect**

Our Competencies
Lead and Inspire- Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities.

Create and Innovate- Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs
Developing Our Talent- Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
Impactful Communication- Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness- Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence- Continues to build on Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together- Defines how we work with each other and our customers, partners, commissioners and stakeholders.

Person Specification

Qualifications	**Essential or Desirable**
Educational qualifications in Maths and English.	**Essential**
NVQ Level 2 in care or equivalent in care.	**Essential**
Trained in phlebotomy and administering vaccinations	**Desirable**

Skills	**Essential or Desirable**
Proficient in Microsoft Outlook Office programmes	**Essential**
Previous experience of entering complex information onto an electronic / clinical data base and an ability to communicate clearly via this medium.	**Desirable**

Experience	Essential or Desirable
Understand the need for, and work with procedures requiring, strict confidentiality	**Essential**
Understand the principles of Infection Prevention and Control	**Essential**
Ability to carry out basic procedures as delegated by and under direction of a member of registered nursing team/Doctor	**Essential**
Able to work under own initiative in areas/skills in which competency has been assessed	**Essential**
Awareness of social context of drug and alcohol misuse and associated harms	**Essential**