



Job Title	Medical Centre Health Care Assistant	Job Description Date	April 2026
Department/Team	Health & Wellbeing/MTI	Reports to	Practice Manager
Context			
<p>Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.</p> <p>We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:</p> <ul style="list-style-type: none"> • Nurture Belonging – bringing people together through comradeship • Respect Individuals – listening carefully and responding with care • Encourage Pride – doing things well and to a high standard • Enjoy Life – sharing warmth, positivity, and the occasional smile <p>As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.</p>			
Role Purpose			
To support the clinical team in delivering safe, high-quality patient care. The post holder works under the direct supervision of the Senior Practice Nurse and carries out delegated clinical and administrative duties in line with CQC Essential Standards and all Infirmary/Medical Centre policies.			
Principal Accountabilities			
Key Responsibilities			
Clinical Duties			
<ul style="list-style-type: none"> • New patient health checks • ECG recording • Phlebotomy • Wound care, with development toward complex wound management • Support routine medication ordering • Run annual patient health check clinics • Complete quarterly infection control audits • Provide chaperoning • Clean, stock, and maintain consulting room equipment • Manage vaccine/cold-chain storage and documentation • Assist with patient assessments and data collection • Help identify patients needing long-term condition reviews • Provide reception cover when required • Maintain the Health Promotion notice board 			
Professional Development			



- Take responsibility for personal learning and performance
- Complete all mandatory NHS HCA training
- Participate in annual performance reviews and maintain development records
- Discuss training needs with the line manager and share learning with the team
- Understand roles within the primary care and Infirmarary teams
- Maintain awareness of legal responsibilities relevant to the HCA role

Health, Safety & Security

- Follow personal security procedures
- Identify and manage risks in daily tasks
- Maintain infection control standards and a safe working environment
- Use training to keep skills up to date
- Report hazards or potential risks promptly

Quality & Teamwork

- Raise concerns about quality or patient safety
- Take accountability for own actions
- Reflect on practice and contribute to team improvements
- Work effectively with colleagues and external agencies
- Manage time and workload efficiently

Skills, Knowledge and Experience

Essential

- Recognised Care Assistant qualification and phlebotomy training
- NHS primary care HCA experience
- Competent with GP systems (e.g., SystemOne or EMIS)
- Patience, empathy, and a collaborative approach
- Working knowledge of CQC Essential Standards
- Ability to follow clinical protocols

Competencies

- Strong communication and consultation skills
- Ethical and professional practice
- Commitment to ongoing learning
- Experience applying clinical guidelines

Qualifications

- Care certificate
- NVQ3 (or equivalent)

All Royal Hospital Chelsea employees are expected to be flexible and may be asked to undertake duties that reasonably align with the nature and level of their role.