

Job Description

Job Title:	Healthcare Assistant / Healthcare Support Worker
Accountable to:	Clinical Lead
Location:	Gatwick IRC
Annual Leave:	25 days, increasing incrementally with service
Hours:	37.5 hours per week

Practice Plus Group is the largest provider of healthcare in secure settings and, as the newly appointed provider of fully integrated healthcare services at Gatwick IRC, we are looking to recruit staff based across the two sites (Brook House and Tinsley House). Staff will effectively manage the complex healthcare needs of those within the facility and form an integral part of the wider IRC team, alongside Custody Officers and the Home Office.

Our mission is **Access to Excellence**. Our core values are:

- We treat patients and each other as we would like to be treated
- We act with integrity
- We embrace diversity.
- We strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting patients first, regardless of the environment or their history. This role requires you to do this in a fast-paced environment and be able to adapt to unexpected demand. Detainees may be vulnerable and have experienced trauma in society, therefore staff must have an understanding and awareness of trauma, whilst considering cultural sensitivities.

The role

As a healthcare assistant / healthcare support worker you will;

Provide care to our patients by seeking out, listening to and acting on their feedback so that care is personalised and informed by what matters to them. You will contribute to and implement care packages, assist with health promotion, wellbeing and clinics as well as assisting patients interacting with detainees at health forums and opportunistically around sites, ensuring delivery and review of our healthcare provision.

Deliver non-judgemental care involving anything from health promotion clinics and clinical observations to supporting the nursing and pharmacy teams in primary care. You will also undertake duties including supporting national screening programmes, immunisation/vaccinations; recognising poor uptake and seizing the opportunity to educate.

Inspire excellence by forging strong links within our teams, our partners and stakeholders and providing a service that people can trust, feel safe within and feel proud of.



Practice Plus Group

Promote best practice, evidence based care and continuous quality improvement embedding a culture of shared learning. You will promote patient wellbeing through our overarching Wellbeing Approach, demonstrating empathy and understanding to detainees with potentially traumatic and culturally diverse backgrounds.

Share knowledge and skills to ensure safe care and support each other to do a great job engaging with the process of reflection and supervision.

Learning and Development: IRCs are complex environments; we work closely with our colleagues, ensuring recruits have access to all mandatory IRC-setting training. CPD is supported and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.

About you

- Evidence of CPD
- NVQ 2/3 in Health and Social Care
- A non-judgmental, compassionate and adaptable approach towards detainees coming from complex and diverse backgrounds
- Excellent communication skills
- Ability to use a clinical information system
- Ability to work within a busy environment
- Ability to work unsupervised whilst following policy and procedures
- Enthusiasm about working with marginalised groups including women and children
- Willingness to learn new skills and procedures/protocols in IRC setting



Additional information

Disclosure and Barring Service: a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

Clearance Check: All successful candidates will undergo necessary security clearances in line with Home Office and Immigration Removal Centre requirements.

Directions:

IRC Brook House and IRC Tinsley House are both easily accessible by road and public transport.

By road: Leave the M23 at Junction 9.

Public Transport: Regular public transport links available by bus or train.

On-site parking available at both sites.