



## **The Role and Responsibilities of the Ear Care Mentor**

As a mentor to the Health Care Assistant (HCA) you will be supporting them through the initial three months with one to one support, not only practically but also in the longer term with day to day issues. Some of these may be:

- Ensure that the Primary Care team are aware of the HCA's new role, responsibility and limitations and that it is a delegated skill
- Ensure that practice policy / protocol reflect best practice in ear care, set out by the Rotherham Primary Ear Care Centre
- Ensure the correct equipment is available to ensure safe practice is carried out
- Liaise with reception staff to ensure that appropriate patients are directed to the HCA appointments and sufficient time is allocated
- Liaise with the Practice Manager to suggest amending the HCA job description to incorporate this new responsibility, and consider if this needs to be specified in the General Practice indemnity insurance

Best practice would be to reassess the HCA periodically; this can be mutually agreed, but at least annually

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