

POSITION DESCRIPTION

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

Te Whatu Ora's vision is to improve the health and wellbeing of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE: Hospital Aide

REPORTS TO (Title): Nurse Manager

REPORTS ON A DAILY BASIS TO: Charge Nurse Manager

PRINCIPAL OBJECTIVES:

Responsible for supportive duties related to the maintenance of a safe environment conducive to the delivery of quality patient care. To provide friendly and inclusive customer service to the patients, caregivers and whanau who present to the Emergency Department.

FUNCTIONAL RELATIONSHIPS:

(Who are the customer/consumers/patients)

INTERNALLY:

Nurse Manager, Associate Nurse Managers, ED educational personnel, ED Admin support staff, Registered Nurses, Medical staff, Allied Health staff, Security

EXTERNALLY:

Patients, Whanua/care givers, Transport providers, Police, HMP

KEY TASKS AND EXPECTED RESULTS

Task	To assist nursing staff in providing quality patient care
Expected Result	<ul style="list-style-type: none">• Assist in changing bed linen, bed making, and checking that there is adequate linen available to meet the patient's requirements.• Assist in restocking cubicles with consumables after each discharge.• Assist in maintaining a safe environment within the department to promote patient wellbeing and rehabilitation and report any hazards.• Assist with patients' personal hygiene needs. Assist patients with meals and fluids, as necessary. Identify patients who are nil by mouth or on special diets.• Work in all areas of the department including the waiting room and complete the daily tasks identified on the worksheets.• Escort patients within the department as directed by the RN.

Task	Assists in keeping the patient safe in the ED environment
Expected Result	<p>Under the supervision of the Registered Nurse provides continuous observation of the confused patient.</p> <ul style="list-style-type: none"> • Maintains a level of communication with the patient as is appropriate to that patient's condition. • Reports altered status of awareness to the Registered Nurse. • Maintains and encourages a level of activity which is appropriate as deemed by the Registered Nurse for the patient's state of awareness and condition.
Task	Demonstrates good interpersonal relationships and communication skills
Expected Result	<ul style="list-style-type: none"> • Responds to patients sensitively and with understanding of their needs. • Responds to cultural and spiritual beliefs. • Preserves patient confidentiality at all times. • Relays all messages promptly and accurately. • Reports any untoward incident. • Ensures all relatives and friends are referred to the appropriate persons when requiring information.
Task	Assists in keeping the patients environment clean and tidy
Expected Result	<ul style="list-style-type: none"> • Cleans and restocks cubicles following patients discharge. • Keeps the clinical areas including the waiting room tidy and clutter free. • Keeps the beverage bays clean and tidy • Ensure trollies are stored safely • Ensures patients belongings are stored in appropriate clothing bags and any soiled personal linen is bagged and labelled.
Task	Assists in ensuring the ward is appropriately stocked with imprest linen and consumables
Expected Result	<ul style="list-style-type: none"> • Ensure linen levels remain at imprest levels. • Restock treatment related consumables at imprest levels. • Follow the processes are in place to support these tasks, complete daily worksheet.
Task	The Hospital Aide will undertake other duties as reasonably expected from Registered Nurses from time to time
Expected Result	<ul style="list-style-type: none"> • To ensure that all duties required to be performed from time to time will be carried out in a professional and competent manner.

HEALTH & SAFETY:

- Observe all Canterbury DHB safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

QUALITY:

Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- Reliable work record

Desirable

- Previous experience in the hospital and as a hospital aide

LIMITATIONS ON AUTHORITY

- Any matters which are not clearly identified or do not comply with Canterbury District Health Board's policies and procedures.
- Nursing care

PERSONAL ATTRIBUTES:

Mandatory

- Ability to use initiative
- Ability to work as a member of a multidisciplinary team.
- Willingness to accept responsibility for delegated non nursing duties and basic care and the ability to complete these duties without constant supervision.
- Ability to "work together" in a truthful and helpful manner.
- Ability to "work smarter" by being innovative and proactive.
- Accepts responsibility for actions.

Desirable

- **B a s i c c o m p u t e r s k i l l s .**

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.