

POSITION DESCRIPTION

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Health Care Assistant

August 2022

Health Nz | Te Whatu Ora – Te Tai o Poutini is committed to the principles of Te Tiriti o Waitangi | Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

Position Title:	Health Care Assistant	
Reports daily to:	Clinical Nurse Manager	
Key Relationships:	Internal: <ul style="list-style-type: none"> Clinical and Associate Clinical Nurse Managers All WC staff including staff from other disciplines. Central Region leadership Team (i.e Duty Nurse Managers, TrendCare Coordinator, Allied Health, Mental Health) Northern and Southern Region leadership (i.e. Operations Manager (Northern), CNMs, ACNMs) Interprofessional team (as above?) Workforce Development Team Learning & Development Team Vocational Development Facilitator Māori Health Team People & Capability Quality Team 	External: <ul style="list-style-type: none"> Consumers, family/whānau and carers Community stakeholders Māori Health Provider Unions ARC facilities Education Providers St John Services Police Fire Service Voluntary organisations such as Victim Support
Role Purpose:	<p>The Health Care Assistant will utilise their skills to provide support to the wider health care team under the direction and delegation of a Registered.</p> <p>Key functions of the role include:</p> <ol style="list-style-type: none"> To provide a high-quality support service within the ward or department as a member of the health care team under the direction and supervision of a registered nurse or midwife. Recognises the differences in accountability and responsibility of registered nurses, enrolled nurses and healthcare assistants. Accept the enrolled nurse may coordinate provision of care within the team as delegated by the registered nurse. To carry out non-clinical and clinical tasks in a professional manner under the guidance and direction of the Registered health professional To assist with routine work on a daily and an as and when required basis. Provide back-up during times of sick, annual or other leave for Ward clerks as able. Deal with enquiries courteously, promptly and direct enquiries to appropriate person if required. Communicates effectively and clearly to supervisor You may be required to provide support to our patient transfer service or asked to move to another service within the organisation. Please note this will be in consultation with you 	

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	<ul style="list-style-type: none"> 8. Effectively manages time and is reliable 9. Ensure patients rooms and work areas are kept clean and tidy at all time 10. Responds immediately to an unexpected patient event such as a fall and seeks immediate assistance. 11. Receives and directs visitors in a courteous manner showing respect at all times 12. Takes messages and acts on requests and is responsive to the needs of the patient and their Whanau.
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Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • Effectively manages care that is thorough, respectful and sensitive to the needs of the patient and their Whanau • Accepts responsibility for ensuring that his/her practice and conduct meet the standards of the professional, ethical and relevant legislated requirements • Understands and ensures she/he works within the code of conduct and relevant policies and procedures. • Demonstrates the ability to apply the principles of the Treaty of Waitangi • Promotes an environment that enables patient safety, independence, quality of life and health • Practices in a manner that the patient determines as being culturally safe • Reads and adheres to Te Whatu Ora – Te Tai o Poutini West Coast vision, values, policies and procedures • Reports back to the RN or EN any concerns regarding patient care or safety • Seeks guidance and clarification from an appropriate team member when uncertain about own role or responsibilities • Works with Administrators to ensure patients details are correct within the system
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ORGANISATIONAL VISION & VALUES:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

All activities Te Whatu Ora, Te Tai o Poutini West Coast reflect the values of:

- Manaakitanga – caring for others
- Whakapapa – identity
- Integrity
- Respect
- Accountability
- Valuing people

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- Fairness
- Whanaungatanga – family and relationships
- Pono - truth

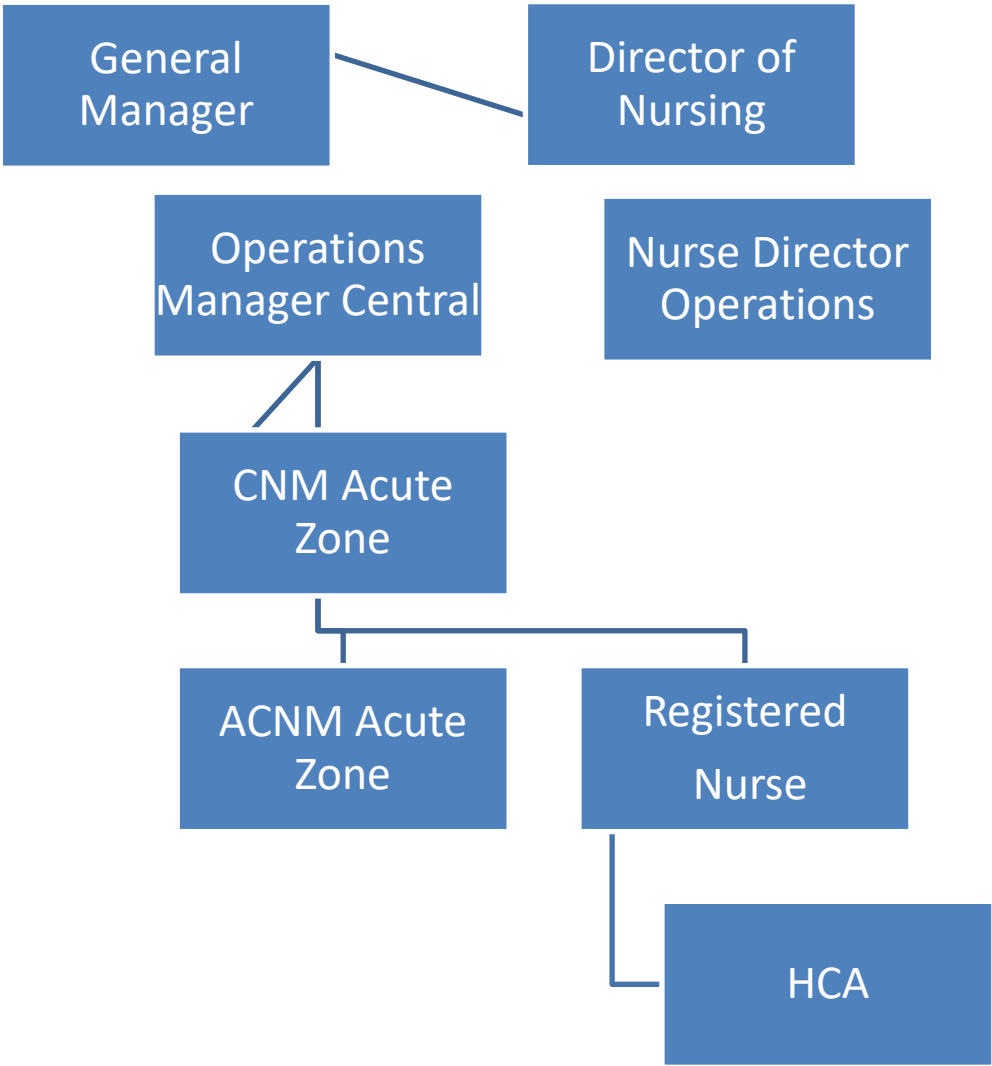
He mihi

E ngā mana
E ngā reo
E ngā iwi o te motu
Tēnei te mihi ki a koutou katoa

He whakatauki

Ko tau rourou, ko taku rourou, ka ora ai te iwi
With your contribution and my contribution we will be better able to serve the people.

PLACE IN THE ORGANISATION:



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KEY ACCOUNTABILITIES:

The HCA is responsible for:	The HCA will be successful when:
<p>1. Professional responsibility</p> <p>Promoting an environment that supports the teams' abilities to provide safe, effective, ethical, and culturally competent practice.</p> <p>Demonstrating professional, legal, and ethical responsibilities; and cultural safety.</p> <p>Complying with all WC policies and procedures.</p> <p>Accepting accountability for own actions and decisions.</p> <p>Escalating professional issues appropriately.</p>	<ul style="list-style-type: none"> • Role models and reinforces team responsibility for ensuring own decisions, practice, and conduct meets the professional, ethical, and legal standards outlined in relevant legislation, codes of conduct, and organisational policy • Role models and leads adherence to all WC policies and procedures, and practice in accordance with relevant ethical frameworks • Identifies, discusses, documents, and manages ethical issues with line manager • Role models and promotes practice that is deemed by all patients and family to be culturally safe • Role models and promotes practice that is deemed by tangata whenua and whānau to be culturally safe and based on the principles within the Treaty of Waitangi in order to achieve equity of health outcomes for Māori • Contributes to an environment that values and prioritises the access, leadership, and needs of tangata whenua/Māori and all Pacific peoples, including the achievement of equitable health outcomes • Role models and promotes respectful and caring communication • Represents the organisation and the nursing profession positively; projecting a professional image of nursing both inside and outside the organisation • Promotes an environment that enables patient and staff safety and independence. • Reports any of the following to the RN or EN <ul style="list-style-type: none"> • Incidents related to consumers, which may affect wellbeing • Matters of noncompliance with the WC's policies and procedures
<p>2. Management of nursing care</p> <p>Preventing, managing, and escalating matters of concern appropriately.</p>	<ul style="list-style-type: none"> • Reports any issues appropriately to their senior in a way that is respectful
<p>3. Interpersonal relationships</p> <p>Role modelling and promoting effective</p>	<ul style="list-style-type: none"> • Establishes and maintains, good relationships with patients and whānau • Works in partnership with staff, patients and whānau • Role models professional communication in all interactions

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interpersonal skills and relationships.	<ul style="list-style-type: none"> Promotes a work environment conducive to harmonious work relationships
4. Quality/Health and safety To participate in inter-professional health care and quality improvement	<ul style="list-style-type: none"> Recognises and values the roles and skills of all members of the health care team in the delivery of care Completes Fire, IV and CPR training and updates regularly as required by DHB's policies and procedures Identifies, takes appropriate action and promptly reports clinical, Occupational Safety & Health and security incidents Assists in the maintenance of ward equipment and where necessary, promptly reports unsafe or malfunctioning equipment Maintains standards for safety, hygiene and medico-legal requirements
5. Professional Accountability Demonstrates the Code of Health & Disability Services Consumers Rights.	<ul style="list-style-type: none"> Acts appropriately to protect oneself and others when faced with unexpected patient responses, confrontation, personal threat or other crisis situations Acknowledges own limitations of knowledge and utilises appropriate resource people when necessary Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of their nursing care Participates in teaching sessions Maintains privacy and confidentiality at all times
6. Own competence and professional development	<ul style="list-style-type: none"> Maintains organisational requirements around mandatory training and other professional development requirements relevant to role Undertakes professional development activities as approved/requested by line manager Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth
7. Honouring diversity and challenging inequity Demonstrating commitment to Treaty of Waitangi principles when	<ul style="list-style-type: none"> Role models culturally safe practice that reflects principles found in the Treaty of Waitangi, Tikanga Best Practice Guidelines, and Takarangi Cultural Competency Framework Recognises Māori as tangata whenua and works in collaboration with the WC Māori Health Team and others to develop strategies aimed at achieving equity for Māori within the service

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<p>working with tangata whaiora and whānau.</p> <p>Consistently demonstrating awareness and sensitivity of cultural differences when working with patients and their whanau, and when working with clinical and non-clinical colleagues.</p>	<ul style="list-style-type: none"> Consistently demonstrates awareness and sensitivity of cultural differences when working with consumers and their families/whānau, and when working with clinical and non-clinical colleagues across the WC Consistently respects the spiritual beliefs, sexual orientation, and cultural practises of others, including colleagues Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues
<p>8. Health and Safety</p> <p>Maintaining a high quality, safe, and secure work environment by following relevant WC policies, protocols, and standards.</p> <p>Actively managing risk.</p>	<p>All WC staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant WC policies and procedures. This includes:</p> <ul style="list-style-type: none"> Personal commitment to zero harm Reporting for duty in a fit state, free from the influence of alcohol or other drugs Ensuring personal health, safety, and wellbeing - and that of others Reporting and/or investigating actual or potential hazards via the Safety1st incident reporting system Assisting with responding to, and resolving, patient concerns or complaints in a way that is professional and sensitive Using all protective equipment provided, as appropriate Cooperating with the monitoring of workplace hazards, including attending all relevant safety training, contributing to the maintenance of hazards registers, and complying with all safety instructions Ensuring that all accidents or incidents are promptly reported to line manager(s) Reporting any pain or discomfort to the line manager(s) as soon as it develops Complying with all health and safety policies when providing care in the community Complying with all organisational health and safety policies including those related to: handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances
<p>9. Quality</p> <p>Ensuring a quality service is provided and taking an active role in quality activities, identifying areas of improvement.</p> <p>Actively managing threats to a quality service.</p>	<p>Every WC staff member is responsible for ensuring a quality service is provided. This includes:</p> <ul style="list-style-type: none"> Identifying and actioning quality improvement activities in collaboration with line manager(s) and other key stakeholders Working collaboratively to achieve 100% compliance with relevant service audit schedule(s), including accreditation and other legislated compliance programmes Working alongside the WC Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards

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10. Reporting line, base, hours of work, and work resources Maintains appropriate practice hours to maintain clinical competence.	<ul style="list-style-type: none"> • Reports daily to line manager or RN in charge of the shift • Negotiates all hours of work with line manager or DNM after hours
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PERSON SPECIFICATION:

Qualifications & Experience :	
Essential <ul style="list-style-type: none"> • Commitment to ensuring a high level of consumer service and care. • Ability to work in calm manner in a busy area. • Ability to cope under pressure • Good personal time management skills • Effective communication skills • Ability to learn new skills • Level of fitness to cope with the business of the ward or unit • Commitment to learning and development. • Ability to take direction and delegation • Full 'clean' NZ driver's license and the ability to drive a manual transmission vehicle • Computer literacy (i.e. Microsoft suite) • Has ability to work with Children 	Desirable <ul style="list-style-type: none"> • HCA level 1-3

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

Signed on behalf of Te Whatu Ora
Te Tai o Poutini West Coast

Name _____

Position _____

Date _____

Te Whatu Ora
Te Tai o Poutini West Coast

I accept the terms and conditions as outlined in
this Position Description

Name _____

Health Care Assistant

Date: _____

Te Whatu Ora
Te Tai o Poutini West Coast