

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.

Jan 2024

Health New Zealand – Te Whatu Ora Waitaha Canterbury is committed to the principles of Te Tiriti o Waitangi and the overarching objectives of the Aotearoa New Zealand health and disability strategies.

Position Title:	Health Care Assistant	
Reports to:	Charge Nurse Manager/Nurse Manager	
Reports on a Daily Basis to:	Charge Nurse Manager/After Hours Clinical Team Coordinator/Nurse in Charge/Shift Coordinator/Registered and Enrolled Nurses	
Key Relationships:	Internal: <ul style="list-style-type: none"> • Director of Nursing • Nursing Director • Charge Nurse Manager/Nurse Manager • Associate Charge Nurse Managers • Nurse Educator • Clinical Nurse Specialist • Nurse Consultant • Registered and Enrolled Nurses • Allied Health Staff • Members of the Multidisciplinary Team • Non-clinical support staff • Clinical Team Coordinator • Duty Nurse Manager • Service Manager 	External: <ul style="list-style-type: none"> • Patients and their whānau • NGO's and other services as required to meet the patients' needs
Organisational Vision:	Te Whatu Ora – Health New Zealand Waitaha Canterbury's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
Organisational Values and Philosophy:	Te Whatu Ora Health NZ Waitaha Canterbury is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives are the values of the organisation: <ul style="list-style-type: none"> • Care & respect for others • Integrity in all we do • Responsibility for outcomes 	
Role Purpose:	<ul style="list-style-type: none"> • To maintain and promote meaningful activities and enhance social inclusion for patients/consumers of the Health Service. • Perform duties that may include personal cares and tasks as directed and delegated by the Registered/Enrolled Nurse • To undertake supportive duties related to the maintenance of a safe environment conducive to the delivery of quality patient care. 	

KEY PERFORMANCE OBJECTIVES:

Task	The Health Care Assistant will undertake duties as reasonably expected and as delegated by the Registered/Enrolled Nurse.
Expected Result	<ul style="list-style-type: none"> • Demonstrates responsibility for own work within the healthcare team, including ensuring that they are always working under the direction and delegation of a Registered/Enrolled Nurse • Completes key tasks as co-ordinated by the Registered or Enrolled Nurse, or the Enrolled Nurse • Establishes and maintains positive relationships with other members of healthcare teams. • Acts professionally and always presents a professional image. • Reports any changes of patient status to the Registered/Enrolled Nurse in a timely manner • Uses appropriate channels of communication and documentation. • Uses resources in a cost-effective manner. • Participates in workplace meetings and decision making as required.
Task	The Health Care Assistant will participate in directed health care activities that benefit patients.
Expected Result	<ul style="list-style-type: none"> • Assists patients with activities of daily living as directed by the Registered/Enrolled Nurse. • Contributes to the evaluation of patient care by providing accurate information to the Registered/Enrolled Nurse in a timely manner. • Ensures that documentation is up-to-date and accurate • Promotes an environment that enables patient safety, independence, quality of life and health. • Demonstrates awareness of factors which impact on patient care, e.g. relationships with family/whānau, other support services
Task	The Health Care Assistant will meet legislated requirements, and where necessary, implements emergency procedures that follow Health NZ Waitaha policies, protocols, and standards.
Expected Result	<ul style="list-style-type: none"> • Completes, and maintains compliance with all mandatory training as required by relevant Health NZ Waitaha policies. • Promptly initiates first aid/emergency actions, summons nursing staff, and provides further emergency assistance as directed. • Identifies, takes appropriate action with, and promptly reports: <ul style="list-style-type: none"> ○ clinical incidents ○ occupational health and safety issues ○ security events. • Assists in the maintenance of ward equipment and promptly reports unsafe or malfunctioning equipment. • Maintains patient confidentiality at all times • Meets the requirements of the: <ul style="list-style-type: none"> ○ Privacy Act. ○ Occupational Health and Safety Act ○ Health NZ Waitaha Code of Conduct ○ Code of Health and Disability Commissioner Act.
Task	The Health Care Assistant can demonstrate effective relationship skills with patients and their family/whānau

Expected Result	<ul style="list-style-type: none"> • Demonstrates understanding and application of the principles of Te Tiriti o Waitangi. • Understands and adheres to professional boundaries with patients and whānau. • Establishes, maintains, and concludes therapeutic interpersonal relationships with patients and their whānau. • Demonstrates awareness of patients/whānau cultural needs in the health care setting. • Responds sensitively to patients/family/whānau cultural and spiritual beliefs. • Respects each patient's dignity and right to hold personal beliefs, values and goals. • Ensures all family/ whānau are referred to the appropriate persons when requiring information. • Maintains a level of communication with the patient as is appropriate to that patient's condition.
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Health and Safety:

- Observe all Health NZ Waitaha work safe procedures and instructions.
- Ensure own safety and that of others.
- Report any hazards or potential hazards immediately.
- Use all protective equipment and wears protective clothing provided.
- Make unsafe work situations safe or, if they cannot, inform the manager.
- Co-operate with the monitoring of workplace hazards and employee's health.
- Ensure that all accidents or incidents are promptly reported to the manager.
- Early reporting of any pain or discomfort experienced by the Health Care Assistant.
- Take an active role in the Health NZ Waitaha rehabilitation plan, to ensure an early and durable return to work if required
- Seek advice from the manager if unsure of any work practice.

Quality:

- Every staff member within Health NZ Waitaha 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 and Experience:

Limitations on Authority:

- Any matters which are not clearly identified or do not comply with Health NZ Waitaha policies and procedures.
- Any clinical care not directed and /or delegated by a Registered/Enrolled Nurse

Essential:

- Strong written and verbal communication skills
- Ability to prioritise and demonstrate initiative
- Ability to follow instructions and work under the direction and delegation of the Registered/Enrolled Nurse – seeking clarification and supervision as required
- A desire to work in partnership with patients and colleagues of the Te Whatu Ora Waitaha

Key Behaviours:

- Ability to work in an honest, helpful, and engaging manner.
- Ability to 'work smarter' by being innovative and proactive.
- Accepts responsibility for own actions.
- Commitment to being a team member
- Knowledge and capability in Te Reo Māori and Tikanga Māori.
- Commitment to making a positive difference in patients' lives.
- Ability to use initiative.
- Willingness to accept responsibility for delegated non-nursing duties.

Desirable:

- Experience in the field of health
- New Zealand Certificate in Health and Wellbeing (Level 3), Health and Wellbeing Assistant strand

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.

Any additional area specific requirements will be attached as Appendix A

Appendix A

Area Specific Requirements

Area: _____

Essential:

Desirable:

PERSONAL ATTRIBUTES:

Mandatory:

Key Behaviours: