

# JOB DESCRIPTION

## *Health Care Assistant Integrated Operations Centre*

<b>Position Title:</b>	Health Care Assistant
<b>Organisation Unit:</b>	Integrated Operations Centre
<b>Location:</b>	Whangarei Hospital Northland District Health Board
<b>Responsible to:</b>	Integrated Operations Centre Manager Northland District Health Board
<b>Primary Functions of the Position:</b>	<p>Under the direction and delegation of a registered nurse (RN) the HCA provides assistance to patients to meet their activities of daily living, comfort and safety needs. The HCA will perform delegated patient care duties to enhance the satisfaction of the patient and housekeeping duties to provide a clean tidy and organised environment.</p> <p>Functioning as an effective member of the multi-disciplinary team, the HCA is <b>not</b> responsible for decision making in terms of patient care, planning, assessment, monitoring or evaluation of care. The HCA provides efficiency and quality of care by focusing on patient comfort.</p>

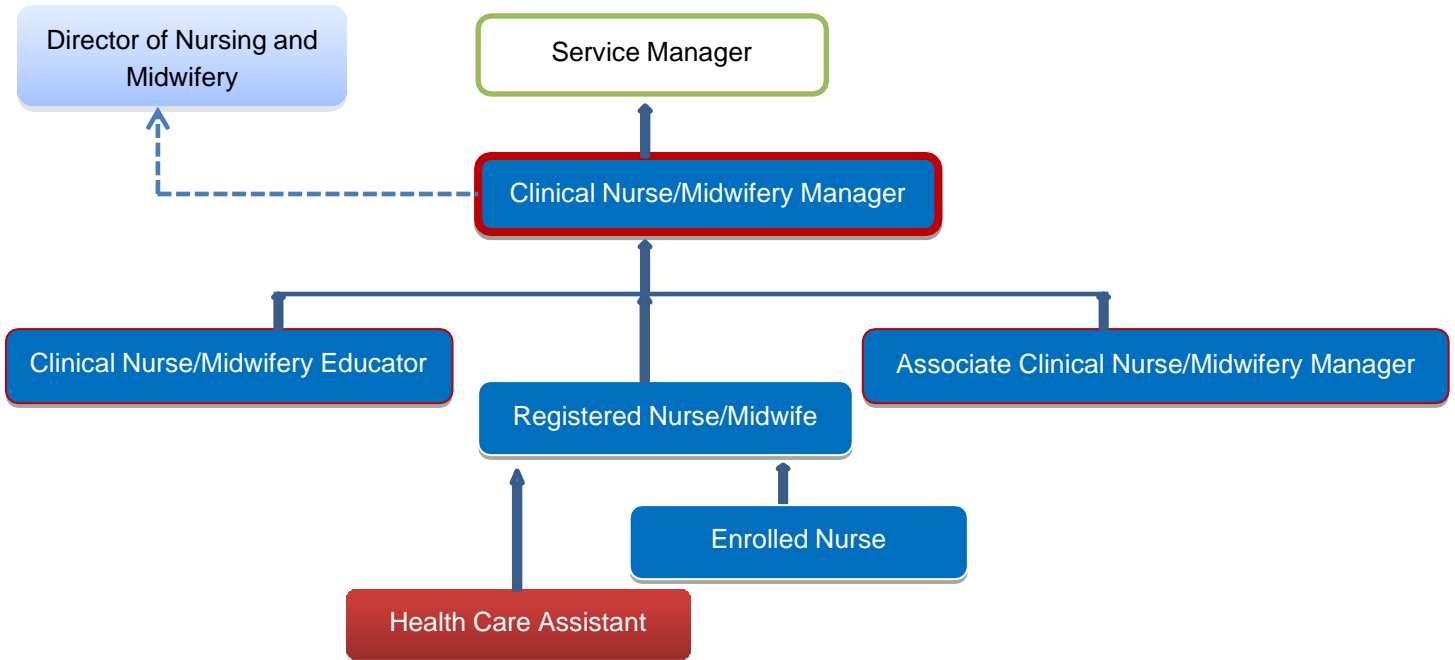
## *Functional Relationships*

The Health Care Assistant will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"><li>• Integrated Operations Manager</li><li>• Clinical Nurse Manager Bureau</li><li>• Nursing Bureau Coordinator</li><li>• Associate Clinical Nurse/Midwifery Manager</li><li>• Duty Managers</li><li>• Clinical Nurse/Midwifery Educator</li><li>• Registered Nurses/Midwives</li><li>• Enrolled Nurses</li><li>• Support Services</li><li>• Administrative support staff</li><li>• Patients and family / whanau</li></ul>	<ul style="list-style-type: none"><li>• Members of the public</li><li>• St John Ambulance staff</li></ul>



## Organisational Relationships



## Key Responsibilities and Expected Outcomes

Northland District Health Board has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with NDHB:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Health Care Assistant encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Undertake environmental support and safety functions to a high standard to support the clinical team
- Communicate effectively and professionally with patients family / whanau, the multi-disciplinary team, colleagues and relevant others. Work under the **direction and delegation** of a RN or Midwife when working with patients.
- Assists the team in emergency situations as directed
- Recognises their role in individual responsibility for workplace health and safety under the Health and Safety at Work Act.
- Adheres to Northland District Health Board policies applicable to the work area.
- Shows commitment to personal development and competency

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
<i>Te Tiriti o Waitangi</i>	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within District Health Board management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Northland District Health Board Te Tiriti o Waitangi Training</li> </ul>
<i>Undertakes environmental support and safety functions to a high standard</i>	<ul style="list-style-type: none"> <li>• Provides hygiene, toileting, dressing, eating / drinking and mobilisation assistance as directed by RN</li> <li>• Implements infection control measures as per NDHB's infection control policy and procedures</li> <li>• Assist with meals and drinks service under the direction or supervision of a RN</li> <li>• Assists patients with completing menus</li> <li>• Checking, ordering and restocking of supplies</li> <li>• Takes accurate messages and reports these to the appropriate people</li> <li>• Maintenance and cleaning of sluice room and treatment areas</li> <li>• Assists with bed making, assembling patient bed spaces for admission and discharge</li> <li>• Assembling and dismantling of procedure trolleys</li> <li>• Cleaning and maintenance of equipment</li> </ul>
<i>Communicates effectively and professionally</i>	<ul style="list-style-type: none"> <li>• Performs reception and greeting functions in a professional manner</li> <li>• Maintains privacy and confidentiality, displays integrity and discretion</li> <li>• Uses communication skills (verbal and non verbal) to establish and maintain effective relationships with patients and the healthcare team</li> <li>• Links with RN on a regular basis throughout the course of the duty</li> <li>• Follows organisational vision and values</li> <li>• Attend and contribute to team meetings as requested by Clinical Nurse Manager e.g. clinical debriefing, in-service education, quality improvement.</li> </ul>



<p><i>Works under the direction and delegation of an RN or Midwife when working with patients</i></p>	<ul style="list-style-type: none"> <li>• Recognises the limitations of the position and seeks assistance from the supervising RN when necessary</li> <li>• Answers patient call bells reporting to supervising RN patient requirements that fall outside of support functions</li> <li>• Actively participates as part of the multi-disciplinary team</li> <li>• Completes delegated work tasks on time as negotiated with RN</li> </ul>
<p><i>Assists the team in emergency situations as directed</i></p>	<ul style="list-style-type: none"> <li>• Identifies location of emergency equipment</li> <li>• Has a clear understanding of their role in an emergency as outlined in organisational training programmes such as basic life support and de-escalation.</li> </ul>
<p><i>Recognises their role in Health &amp; Safety</i></p>	<ul style="list-style-type: none"> <li>• Identify and report any hazards appropriately</li> <li>• Ensure compliance with designated responsibilities detailed in Northland District Health Board's Health and Safety Policy</li> <li>• Promote an environment of physical, occupational, cultural, ethical and legal safety</li> <li>• Observe safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>• Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>• Practicing and observing safe work methods;</li> <li>• The use of safety equipment;</li> <li>• Reporting unsafe conditions or equipment; and</li> </ul> </li> <li>• Reporting and documenting all accidents or incidents</li> </ul>
<p><i>Adheres to NDHB policies</i></p>	<ul style="list-style-type: none"> <li>• Conduct self in a responsible and professional manner</li> <li>• Work within NDHB policies and procedures</li> <li>• Provide a culturally / ethically acceptable service</li> <li>• Be aware of and committed to ensuring patient rights are protected</li> </ul>
<p><i>Shows commitment to personal development and competency</i></p>	<ul style="list-style-type: none"> <li>• Completes and maintains organisational competency requirements</li> <li>• Seeks opportunities for further learning to improve performance and gain understanding of the role.</li> </ul>
<p><i>Privacy and Confidentiality</i></p>	<ul style="list-style-type: none"> <li>• Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Northland DHB's Privacy Policies and Procedures</li> <li>• Complete mandatory induction training on Privacy responsibilities</li> </ul>



## Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

## Person Specification

### Education and Qualifications

#### Essential

- Good command of verbal and written English

#### Desirable

- NZQA health care qualification at level 3 or above
- Current first aid certificate

### Experience

#### Essential

- No experience is necessary - training will be provided on site

#### Desirable

- Computer skills
- Two years experience in the health sector as an HCA or in a related role

### Awareness and Understanding of

#### Essential

- Te Tiriti o Waitangi and its application to the health setting
- Privacy Act (2020) and Health Information Privacy Code (2020)
- Health and Safety at Work Act 2015

#### Desirable

- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)

### Skills & Personal Attributes

#### Skills

- Communicates effectively
- Observant
- Manages time effectively
- Ability to prioritise and demonstrate initiative
- Ability to work under direction, seeking guidance and supervision, and follow instructions

#### Personal Attributes

- Able to negotiate, consult and work within a team in a positive manner without conflict
- Non-judgmental, caring positive approach
- Culturally aware
- Flexible approach
- Good Listener
- Empathetic to others
- Consistently and enthusiastically delivers high level of service to customers
- Demonstrates honesty, integrity and respect for all
- A commitment to quality and excellence in customer focused care
- Professional approach to position



## ***Performance Development Review***

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

**Authorised by:**

**Signature:**

**Date:**

## ***Acceptance***

Acceptance of the position implies acceptance of this position description.

**Position Title:**

**Signature of employee:**

**Date:**

