

# Health New Zealand

## Te Whatu Ora

### Nelson Marlborough

#### POSITION DESCRIPTION

**POSITION:** Patient Support and Security Worker

**LOCATION:** Emergency Department Nelson Hospital  
Emergency Department Wairau Hospital  
Wāhi Oranga – Mental Health Inpatient Unit (MHIU)  
Alexandra Hospital – Older Persons Mental Health Inpatient Unit

**RESPONSIBLE TO:** Manager – Service Supply

#### Health New Zealand | Te Whatu Ora Nelson Marlborough

**Our vision | Tō tātou manako:** All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

**Our mission | Tō tātou kaupapa:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

#### **Our Values – Ō tātou whanonga pono**

**Respect | Manaakitanga:** We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

**Innovation | Auaha:** We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori.*

**Teamwork | Whakarāmemene:** We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaipupuni hauora katoa.*

**Integrity | Ngākau tapatahi:** We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi katoa.*

#### **PURPOSE OF THIS POSITION**

Health NZ Nelson Marlborough is responsible for the effective delivery of health services to the people of Nelson, Tasman and Marlborough. This includes hospital-based services, community based services and referrals to appropriate tertiary centres.

This position has a focus on ensuring that people who attend ED and Mental Health services are supported within a welcoming environment that supports safety, recovery and wellbeing. They will have a focus on ensuring staff and service users who attend the Emergency Department, Wāhi Oranga (MHIU), and Alexandra Hospital are at all times safe and secure in the environment. They

will liaise closely with administrative, nursing, allied and security personnel to provide an environment that is safe and professional with a focus on well being and recovery.

You will have skills and experience in de-escalation and focus on supporting the service to meet the needs of clients and service users and their whānau. Your presence in Wāhi Oranga (MHIU), Emergency Department, and Alexandra Hospital will assist to ensure safety of staff / patients / visitors, manage difficult persons, seek assistance from the Orderly team or security team on duty as required and contribute to creating a warm and friendly environment.

Schedules of duties will be supplied in addition to this position description.

RESPONSIBILITIES	EXPECTED OUTCOMES / KPI's
<p><b>To provide clients:</b></p> <ul style="list-style-type: none"> <li>▪ To assist to provide an environment that is calm and welcoming that promotes wellbeing and safety</li> <li>▪ To ensure all Health NZ Nelson Marlborough property and persons who attend the Health NZ Nelson Marlborough properties are at all times safe and secure in their environment.</li> <li>▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation and training.</li> <li>▪ Ensures own and others safety at all times.</li> </ul>	<p>Contribute to creating an environment with a focus on Safety and wellbeing.</p> <p>Demonstrates support of staff/colleagues to maintain and monitor safe systems of work that promote wellbeing.</p> <p>Call for assistance from other staff, orderlies, or Police as appropriate.</p>
<p><b>Day to day expectations:</b></p> <ul style="list-style-type: none"> <li>▪ Complies with policies, procedures and safe systems of work.</li> <li>▪ Reports all incidents/accidents, including near misses in a timely fashion.</li> <li>▪ Ensure that all duties, patrols and control room procedures are carried out in accordance with the Security Manager's instructions.</li> <li>▪ Carry out daily means of escape procedures and fire safety checks.</li> <li>▪ On-going training in the security sector and calming and restraint is mandatory.</li> <li>▪ Health NZ Nelson Marlborough uniform will be issued and must be worn at all times while on duty and worn in accordance with the Security Manager's instructions.</li> <li>▪ No jewellery or regalia to be worn while on duty.</li> </ul>	<p>Major and minor incident reports are completed as soon as practical and fully followed up through the appropriate channels. All restraint documentation is completed as practical after the event.</p> <p>Evidence of compliance with relevant health and safety policies, procedures and event reporting. Duties in each area of work will be defined separately in accordance with demarcation lines.</p> <p>De-escalation is the main focus of this position with the aim to improve security and safety for clients and staff.</p> <p>Rostered staff are not permitted to leave the area of work without relief.</p> <p>Work in accordance with the means of escape manual and training manuals.</p> <p>12 monthly retraining programme.</p> <p>Smartly presented and recognisable by the public as staff who can assist and support.</p>

RESPONSIBILITIES	EXPECTED OUTCOMES / KPI's
<p><b>Internal &amp; External Networks</b></p> <ul style="list-style-type: none"> <li>▪ Displays commitment through actively supporting all health and safety initiatives.</li> <li>▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.</li> <li>▪ Ensures own and others safety at all times.</li> <li>▪ Complies with policies, procedures and safe systems of work.</li> <li>▪ Reports all incidents/accidents, including near misses in a timely fashion.</li> <li>▪ Is involved in health and safety through participation and consultation.</li> </ul>	<p>Evidence of participation in health and safety activities.</p> <p>Demonstrates support of staff/colleagues to maintain safe systems of work.</p> <p>Evidence of compliance with relevant health and safety policies, procedures and event reporting.</p> <p>Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.</p> <p>Identifies customer needs and offers ideas for quality improvement.</p> <p>Effective management of customers/situations.</p>
<p><b>Training</b></p>	<p>SPEC 1, and 2 and site-specific training.</p>
<p><b>Support to Manager</b></p>	<p>Complete detailed daily reports with an overview of the security for the department at the end of each month.</p>
<p><b>Professional Development</b></p>	<p>Participates in annual performance review process including review of performance goals and identification of areas for professional development.</p>
<p><b>Quality Improvement</b></p>	<p>Open and responsive to customer needs.</p> <p>Demonstrate an understanding of continuous quality improvement.</p> <p>Proactively engage in quality improvement initiatives aiming to improve service delivery.</p> <p>Participates in other quality improvement processes in your area of work.</p> <p>A quality, customer-focused service is always provided, which follows best practice.</p>
<p><b>Cultural Awareness</b></p>	<p>The role will be supported to have an awareness of diverse cultures.</p> <p>Support and training is available to work with Maori patients and their whānau in a way that upholds tikanga best practice standards.</p> <p>Dedicated Maori Health staff who work within the services can assist to offer cultural support.</p>
<p><b>General</b></p>	<p>Other duties as negotiated with your Manager.</p> <p>Support from the GM Maori Health and Vulnerable Populations is available.</p> <p>Meets obligations contained in Appendix 1 &amp; 2.</p>

## PERSON SPECIFICATION

### **ESSENTIAL QUALIFICATIONS/SKILLS/EXPERIENCE**

- Demonstrate high level of customer service and customer focus.
- Demonstrate experience in de-escalation techniques.
- High level of interpersonal skills.
- Good standard of written and oral skills is essential to this position.
- It is essential to be able to retain information as is required by the department to ensure accurate detail for incident report writing.
- Fit physically with good mobility.
- Ability to work in a calm effective manner and diffuse difficult situations.
- Rapid rapport and understanding of Health & Disability issues.
- It is essential to have an understanding, empathetic and non-judgemental attitude towards patients/members of the public.
- Ability to relate with ease to people from a variety of different cultures and backgrounds.
- Able to provide and receive feedback.
- Ability to recognise and pass on any issues that may affect patient welfare.
- Intermediate knowledge of Microsoft Office applications i.e. Word, Excel, PowerPoint and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Nelson Marlborough Information Technology policies.
- A proven ability to work without supervision is essential.
- Smart, tidy appearance.
- Drivers licence

### **DESIRABLE QUALIFICATIONS/SKILLS/EXPERIENCE**

- Knowledge of security procedures would be an advantage.
- It would be an advantage for applicants to have experience in security or a related industry, however training will be given.
- A current First Aid Certificate would be an advantage.
- Self defence skills would be useful.
- Radio-telephone experience.

### **PERSONAL ATTRIBUTES**

- Ability to communicate clearly to all staff, members of the public and Police.
- Preparedness to work within a team in a cohesive and efficient manner.
- An ability to get on well with others.
- Personal commitment to personal and professional standards.
- Able to work in a quiet, efficient manner.
- Ability to follow directions.
- The ability to follow directions and care and attention to detail.
- Motivation to improve knowledge and skills.
- Flexibility to adapt to changing circumstances.
- Ability to deal rationally and calmly with unpredictable events and highly charged individuals.

## **SPECIFIC NEEDS FOR EMERGENCY DEPARTMENT**

- Meet and Greet at ED entry door.
- Advise procedure re triage and seating.
- Maintain behaviour and ensure large numbers of friends do not attend with a patient, it is strictly one support person.
- Clear defusing of situations and ability to de-escalate and be people centred.
- Strong sense of self and ability to meet people at the place they are at in a non-judgmental way.
- Good personal boundaries.
- Team focused.
- Willing to intervene in developing situations, in a way which allows people to keep face but maintains safety.
- Clean up blood spills according to the correct procedures.
- Clean windows in main waiting room area and doors, inside and outside, sweep outside and ensure the paths are free from butts and rubbish.
- Ensure that behaviours are of an acceptable standard inside and directly outside.
- Oversee the parking directly outside of the department as appropriate.
- Assistance to the clinical staff re making up of beds and ensuring the linen bags are replaced and out for the Orderlies to collect. These duties cannot be done at the expense of security monitoring and presence to deter aggression and bad behaviour.

## **SPECIFIC NEEDS FOR MENTAL HEALTH INPATIENT UNIT (Wāhi Oranga)**

- Meet and Greet at front door of unit.
- Visitors, people returning from leave (search for potential issues / remind - no drugs, weapons or lighters), people leaving (do they have leave/risk of AWOL).
- Moving people within the Unit. Visitors/clients to quiet or different area, to ensure smooth running and de-escalation of issues. Assist people to get the assistance or information they seek. Either from other clinical staff or from areas with the information – Information Boards etc.
- Assisting family members and visitors to meet with clients in appropriate spaces and when they are wanting to leave, engage and support clinical staff and clients to allow ease of exit for visitors. Keeping good boundaries.
- Area security and safe space use. Security of building and its people. Night lock-up and ensuring safety of facility for night staff. Nothing happening to physical space that impedes safe care.
- Assisting the quietening down and area settling into the night. Supporting clinical staff in preparing area and clients for low stimulus night shift.
- Assistance with client movement and engagement in secure and locked areas of Wāhi Oranga – MHIU, IPC/Seclusion spaces, clinical assessment, meal times and in transitioning clients within and out of spaces.
- Assist staff in safely (interacting with clients at times of high arousal) carrying out clinical care, medication, compulsory care under MH Act.
- Clear defusing situations and ability to de-escalate and be people centred.
- Strong sense of self and ability to meet people at the place they are at in a non-judgmental way.
- Comfort with making conversation with mentally disordered people.
- Ability to have a sense of fun and openness to people and situations.
- Good personal boundaries.
- Team focused.
- Willing to intervene in developing situations, in a way which allows people to keep face but maintains safety.

## **SPECIFIC NEEDS FOR ALEXANDRA HOSPITAL – PSYCHOGERIATRIC INPATIENT UNIT**

- Meet and greet visitors at front door and escort off premises on departure.
- Provide supervision of patients to cover meal breaks.
- Undertake car park, facility and perimeter checks.
- Undertake security lock up for the evening.
- Provide companionship and supervision of patients under direction of clinical team.
- Move people within the unit - visitors/patients to quiet or different areas, to ensure smooth running and de-escalation of issues.
- Assist the clinical team with quietening unit and settling into the night.
- Assist the clinical team to provide care safely with patients who are highly agitated.
- Intervene in developing situations, maintaining patient dignity and respect, de-escalating situations.

## **APPENDIX 1**

### **General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough**

#### **1. Professional Responsibilities**

As an employee of Health NZ Nelson Marlborough, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ Nelson Marlborough departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

#### **2. Health, Safety and Wellbeing**

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

#### **3. Right to Raise Concerns**

- All employees of Health NZ Nelson Marlborough are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

#### **4. Child Wellbeing and Protection**

- Health NZ Nelson Marlborough is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:
- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

## **5. Legislation, Regulations and Board Policies**

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ Nelson Marlborough’s Disciplinary Policy.

## **6. Confidentiality**

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

## **7. Risk Management**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

## **8. Security**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

## **9. Treaty of Waitangi**

Health NZ Nelson Marlborough is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

## **10. Smokefree**

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Health NZ Nelson Marlborough staff employed on Board business in the community.



## APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

<b>Condition</b>	<b>Information to include in Position Description</b>
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> <li>• a chronic skin condition</li> <li>• been working in an overseas healthcare facility in the last year</li> <li>• been MRSA-positive in the last year</li> </ul>
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures <sup>2</sup>

<sup>1</sup>Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

<sup>2</sup>Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.