

**POSITION DESCRIPTION**

**POSITION:** Health Care Assistant (Medical Unit)

**RESPONSIBLE TO:** Charge Nurse Manager Medical Unit Nelson

**Te Whatu Ora Health New Zealand (Nelson Marlborough)**

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

**Our mission:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence

**Our Values – Ā Mātou Uara:**

**Respect:** We care about, and will be responsive to, the needs of our diverse people, communities and staff.

**Innovation:** We will provide an environment where people can challenge current processes and generate new ways of working and learn CNS/RN/EN/HCA.

**Teamwork:** We create an environment where teams flourish and connect across the organisation for the best possible outcome.

**Integrity:** We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

**PURPOSE OF POSITION**

Health Care Assistants/Tiaki hauora kiaawhina provide basic care, observe patients under the direction of a Registered Nurse and ensure patients have the best experience. This role is responsible for supportive duties related to the maintenance of a safe environment conducive to the delivery of quality patient care and supporting administration tasks.

RESPONSIBILITIES	EXPECTED OUTCOMES
<b>Accountability</b>	<ul style="list-style-type: none"> <li>- Accepts accountability to client, Registered Nurses and Te Whatu Ora</li> <li>- Undertakes functions and activities as directed and delegated by the nurse</li> <li>- Seeks assistance and guidance from nurse when encountering situations beyond training and/or when undertaking delegated tasks</li> <li>- Understands different levels of accountability and range of personnel available.</li> </ul>
<b>Complies with legislative and Te Whatu Ora Policies and Guidelines</b>	<ul style="list-style-type: none"> <li>- Is aware of and works within legal frameworks</li> <li>- Adheres to Te Whatu Ora policies and procedural guidelines</li> <li>- Raises concerns with CNS/CNS/RN/EN/EN in situations of potential harm, injury, or accident.</li> </ul>
<b>Patient Care (Delegated and directed by Registered Nurse/Enrolled Nurse</b>	<ul style="list-style-type: none"> <li>- Can accurately describe activity or tasks required in relation to patient care</li> <li>- Uses acquired knowledge and skills when fulfilling requirements of the role</li> <li>- Recognises and reports problems, issues, concerns with patients to Registered Nurse</li> <li>- Delivers delegated tasks of CNS/RN/EN/EN in accordance with nursing and Te Whatu Ora standards and procedures</li> <li>- Understands and provides care appropriate for cultural needs of patients</li> <li>- Demonstrates awareness of resources available for assisting patients with changes in health, disability, or death in conjunction with Registered Nurses.</li> <li>- Provides support in the development and/or maintenance of independent living skills</li> <li>- Demonstrates understanding of and application of infection control principles.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>- Is aware of the treaty of Waitangi and the rationale to meet the needs of Māori.</li> <li>- Applies the principles of the te tiriti when working with Māori.</li> </ul>
<b>Assessment</b>	<ul style="list-style-type: none"> <li>- Undertakes the task of patient observations and blood sugar monitoring as delegated by the CNS/RN/EN.</li> <li>- Reports observations and blood sugar levels taken to the CNS/RN/EN</li> <li>- Documents as per the organisational policy</li> <li>- Engages with SI Pics and HCS to book patients and record activity</li> <li>- Reports changes that may affect health and well-being of patients Escalates to concerns to CNS/RN/ENs that may affect the health and wellbeing of the patient</li> <li>- Reports observations and other aspects of care delivery as delegated by CNS/RN/EN/EN.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>- Provides administration information related to patients that will assist CNS/RN/EN with care planning</li> <li>- Engages in managing telephone calls as per administration/reception roles for diabetes patients such as; passing on messages, advising collection points for diabetic consumables and resolving appointment</li> </ul>

	<p>concerns for patients.</p> <ul style="list-style-type: none"> <li>- Directs questions related to care plan from patients to CNS</li> <li>- Reports all concerns regarding patient's telephone interaction to CNS/RN/EN/EN.</li> <li>- Keeps records of patient activities and reports for CNS/RN/EN/</li> </ul>
<b>Assists in keeping the patient safe in the employed environment and during Care Delivery</b>	<ul style="list-style-type: none"> <li>- Assists with all care delivery under the direction and delegation of CNS/RN/EN. Maintains a level of communication with the patient as is appropriate to that patient.</li> <li>- Reports altered status and escalated to CNS/RN/EN when concerned.</li> <li>- Records tasks undertaken and observations accurately and in a timely manner</li> <li>- Alerts the CNS/RN/EN or medical team of any patient concerned.</li> <li>- Summons immediate assistance in an emergency or disaster situation</li> <li>- Applies basic life support skills until assistance arrives</li> <li>- Contributes information to the evaluation of progress toward expected patient care outcomes</li> <li>- Operates within direction and delegation to support patient care</li> <li>- Manages assigned work within agreed timelines</li> <li>- Identifies and reports situations which may impact on patient safety.</li> </ul>
<b>Demonstrates good interpersonal relationships and communication</b>	<ul style="list-style-type: none"> <li>- Responds to patients sensitively and with understanding of their needs</li> <li>- Responds to cultural and spiritual beliefs</li> <li>- Always preserves patient confidentiality</li> <li>- Relays all messages promptly and accurately</li> <li>- Reports any untoward incident</li> <li>- Ensures all whanau are referred to the appropriate persons when requiring information.</li> <li>- Listens to patients in an unbiased manner. Follows the national patient rights guideline</li> <li>- Communicates clearly and accurately about patient concerns.</li> <li>- Maintains confidentiality</li> <li>- Communicates in person or via the phone with staff, patients and their Whanau.</li> <li>- Maintains a professional manner with patients, patient's relatives, answering the phone and conveying messages about patients, contributing to nursing handover and documentation of patients personal information as delegated by the CNS/CNS/RN/EN/EN</li> <li>- The health care assistance will contribute to handover and document patient information as delegated by the CNS/RN/EN/EN.</li> <li>- Recognises conflicts and utilises effective interpersonal skills and organisational supports to resolve same</li> <li>-</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>- Following completion of orientation programmes, you will be required to register on the NZQA Career Force Level 3 Health and Wellbeing Certificate programme. This pathway will be included with your offer of employment</li> <li>- Participates in unit-based and organisational education and learning activities</li> <li>- Participates in performance appraisal process and provides input in the</li> </ul>

	<p>ongoing development of the role</p> <ul style="list-style-type: none"> <li>- Participates in annual performance review process including review of performance goals and identification of areas for professional development.</li> </ul>
<b>Patient hygiene</b>	<ul style="list-style-type: none"> <li>- Assisting with activities of daily living for patient needing support in the Diabetes Clinics.</li> </ul>
<b>Patient physical comfort</b>	<ul style="list-style-type: none"> <li>- Ensure appropriate and comfortable seating and careful mobilisation in and out of the clinic setting. Provide a chaperone support as and when identified by either patients or clinical team.</li> </ul>
<b>Preparation of patient/equipment</b>	<ul style="list-style-type: none"> <li>- Assisting with equipment/patient for treatment, investigation or procedures as directed by CNS including downloading data from patient care devices.</li> </ul>

<b>Infection prevention and control</b>	<ul style="list-style-type: none"> <li>- Adhering to all Te Whatu Ora policies</li> <li>- Assists with all isolation procedures as delegated by the CNS.</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>- May participate in basic admission and discharge procedure as required by CNS.</li> <li>- Undertakes and supports the collection of information/data as requested to aid service delivery.</li> </ul>
<b>Mobilisation/rehabilitation of patients</b>	<ul style="list-style-type: none"> <li>- Assist with patient mobilisation on direction from the CNS or multi-disciplinary team professional.</li> </ul>
<b>Observations</b>	<ul style="list-style-type: none"> <li>- Any signs of sudden patient deterioration or collapse will be reported immediately to the CNS.</li> <li>- Undertakes observations and records them as per NM policy</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>- Participation in quality improvement processes in your area of work</li> <li>- A quality, customer-focused service is provided at all times, which follows best practice.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>- Manage distribution and storage of clinical supplies for the Diabetes House</li> <li>- Work with CNS to order supplies for the Diabetes team and Clinic</li> <li>- Work with CNS team to maintain Clinical setting</li> </ul> <p>Other duties that align with the direction and delegation from a nurse to a health care assistant CNS/CNS/RN/EN/EN</p> <ul style="list-style-type: none"> <li>- Obligations contained in Appendices 1 &amp; 2 are met.</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

#### *Essential*

- Year 11 NCEA level 1 English (or equivalent)
- Year 11 NCEA level 1 Maths (or equivalent)
- NZQA Level 3 qualification (or equivalent)\*

#### *Desirable*

- Home Carer Certificate (or equivalent)
- Basic computer skills

#### *Mandatory*

\*NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Health Assistance Strand. (If not previously attained, to be completed within 2 years of commencement or to be commenced within 1 year of employment.)

### **KNOWLEDGE & EXPERIENCE**

- Previous experience in an acute hospital environment
- Ability to use initiative
- Ability to work in a team
- Willingness to accept responsibility for delegated non nursing duties and basic care.
- The ability to complete duties without constant supervision
- Ability to "work together " in a truthful helpful manner
- Accepts responsibility for actions
- Basic knowledge of Microsoft Office applications ie: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with Te Whatu Ora Information Technology policies

### **SKILLS AND ABILITIES**

- Be a strong team player, supportive of colleagues and open to new ideas
- Have well-developed interpersonal skills
- Actively listens, draw out information and checking understanding
- Co-operate and liaise with others in a multi-disciplinary setting
- Ability to work with people of all ages
- Express information effectively, verbally, written including electronic skills (such as email)
- Have an awareness of own skills and limitations, knows where and when to seek assistance, and willing to contribute at all times
- Must be able to accept instructions and feedback
- Motivated and willing to learn CNS/RN/EN on the job
- Accept and carry responsibility, use initiative and be self-motivated
- Have sound judgment and maturity
- Have high energy levels and be able to work in an environment that requires many different duties
- Be physically able to carry out key tasks
- Flexibility and adaptability to accommodate service demands as directed by the

CNM/CNS/RN/EN/EN

- Be able to work across hospital sites if directed by the Team Leader to do so to meet service requirement needs
- Have good organizational and time management skills
- Presentation must be neat, tidy and professional
- Be interested in working with people
- Have a good record of health and fitness

## **APPENDIX 1**

### **General Responsibilities of an Employee of Te Whatu Ora Health New Zealand (Nelson Marlborough)**

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

As an employee of Te Whatu Ora 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 Te Whatu Ora 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 and Safety**

- 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 Te Whatu Ora 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**

Te Whatu Ora 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 Te Whatu Ora’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**

Te Whatu Ora 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**

Te Whatu Ora is a Smokefree Organisation. This applies to all staff and contractors working within Te Whatu Ora 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 Te Whatu Ora 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 Te Whatu Ora
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-boCNS/RN/ENE 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 new-born CNS/RN/EN 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.