

POSITION DESCRIPTION

Position Title:	Health Care Assistant (HCA)
Location:	Vincent Ward, Dunstan Hospital, Clyde
Reports:	Nil
Reports to:	Charge Nurse / Associate Charge Nurses / Nurse in Charge
Date:	October 2023

Our Vision

To be a lead provider and educator of rural healthcare for our communities

Purpose of Role

The Health Care Assistant performs as a member of the health care team assisting with non-direct and direct patient care activities under the direction and delegation of a registered nurse.

LIVING CENTRAL OTAGO HEALTH SERVICES LTD VALUES

Proactively demonstrate COHSL values in all aspects of the role

- Demonstrates behaviours that we want to see from each other, at our best
- Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up
- Contributes positively to the team and other initiatives that seek to improve patient and whanau experiences and/or staff experience of working

KINDNESS	EXCELLENCE	TRUST	CONNECTION
Kākau Māhaki	Whāia te iti kahurangi	Whakapono	Te Taukaea Takata

COMPETENCIES

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Integrity & Trust	Is widely trusted, recognises the importance of confidentiality and works with upmost discretion; admits mistakes and does not misrepresent themselves for personal gain

Role Specific Competencies

Managing Diversity	Manages all kinds of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and gender; champions variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when they disagree.
Priority Setting	Spends their time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks, creates focus.

KEY RELATIONSHIPS	
Internal	External
<ul style="list-style-type: none"> • Charge Nurse & Associate Charge Nurses 	<ul style="list-style-type: none"> • Patients, Family / Whanau & Community
<ul style="list-style-type: none"> • Clinical Ward Staff (e.g. nurses, doctors) 	
<ul style="list-style-type: none"> • Ward Administration Team 	
<ul style="list-style-type: none"> • Allied Health Staff (e.g. therapists) 	

PERSON SPECIFICATION	
Education and Qualifications	<ul style="list-style-type: none"> • NCEA Level 2 or higher (or equivalent)
Experience	<ul style="list-style-type: none"> • Demonstrated care worker or customer service experience preferred • Experience within health sector is desirable but not essential
Skills & Qualities	<ul style="list-style-type: none"> • Excellent active listening skills • Ability to understand and follow written or verbal instructions • Ability to work well in a team and foster good interpersonal relationships • Have initiative and ability to proactively seek solutions to problems • Willing to support and assist other staff as required • Empathetic, caring, respectful and supportive attitude • Can maintain high level of confidentiality and discretion and respect the privacy of individuals • A reasonable level of fitness is required to cope with the demanding physical requirements of the job. Manual handling of people and the ability to participate in personal restraint if required.

KEY RESULT AREAS	
Key Accountabilities	Examples of Successful Delivery
Management of Care	
<ul style="list-style-type: none"> • Demonstrate responsibility with clinical and non-clinical activities within the ward environment with an understanding of the Code of Health & Disability Services Consumer Rights (HDC) and Health Information Privacy Code (HIP) • Accountable for assisting with routine patient activities under the direction and delegation from a registered nurse: <ul style="list-style-type: none"> ○ Refer to Vincent Ward HCA Duties List • Accountable for assisting with non-direct patient care activities within the ward: <ul style="list-style-type: none"> ○ Refer to Vincent Ward HCA Duties List 	<ul style="list-style-type: none"> • Completes all tasks to a high standard and works within the job description • Works under the direction and delegation of a registered nurse but can also manage own time well • Works productively to support the nursing team with clinical and non-clinical activities. • Adopts a disciplined approach to establishing and following priorities of work. • Attends mandatory training workshops as determined by the organisation

Professional Responsibility	
<ul style="list-style-type: none"> • Demonstrates responsibility, complying with the COHSL vision, values, policies, and procedures • Maintains privacy and confidentiality in accordance with the HDC and HIP Codes, policies, and procedures • Maintains a reasonable level of fitness required to cope with the demanding physical requirements of the job • Demonstrates individual responsibility and maintains accountability for own work practice 	<ul style="list-style-type: none"> • Attains and maintains area specific mandatory requirements & accountabilities • Adheres to all policies and procedures • Participates in regular team meetings engaging in discussion • Presents self in a tidy and professional manner • Patient confidentiality is maintained at all times
Interpersonal & Inter-professional Relationships	
<ul style="list-style-type: none"> • Demonstrates effective interpersonal relationship skills • Demonstrates good communication and inter-professional skills with all colleagues 	<ul style="list-style-type: none"> • Welcomes patients to the ward • Communicates effectively with patients and family/whanau and members of the health care team. • Behaves respectfully and with tolerance towards patients, colleagues, and members of the wider healthcare team • Acts in a professional manner in relationships with all staff to enhance interdisciplinary harmony within the hospital
Quality & Risk	
<ul style="list-style-type: none"> • Can describe and demonstrate use and care of assistive and moving equipment • Can describe and apply safe manual handling principles and techniques • Uses any equipment or supplies resourcefully and responsibly and reports any faulty or damaged equipment • Has a good knowledge of Infection Prevention and Control measures 	<ul style="list-style-type: none"> • Demonstrates knowledge in procedures e.g. fire • Completes Fire, CORE Skills level CPR, and manual handling training and updates regularly as required by policies and procedures. • Identifies, takes appropriate action and promptly reports clinical, H&S and security incidents • Evidence of assisting in the maintenance of ward equipment and where necessary, promptly reports unsafe or malfunctioning equipment • Maintains standards for safety and hygiene • Provides IPC assistance to the team e.g. setting up isolation rooms
Professional Development – Self	
<ul style="list-style-type: none"> • Identify areas for personal and professional development • Actively seeks feedback and accepts constructive criticism 	<ul style="list-style-type: none"> • Engages in Performance Appraisal • Meets the performance expectations as identified in the Performance Appraisal process

Health, Safety & Wellbeing	
<ul style="list-style-type: none"> • Takes practicable steps to ensure personal safety and the safety of others while at work, in accordance with the COHSL’s Health, Safety and Wellbeing policies, procedures and systems. • Recognises individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015 	<ul style="list-style-type: none"> • Actively encourages and challenges peers to work in a safe manner • Creates an atmosphere where staff support each other, and workplace violence and bullying are not tolerated • Effort is made to strive for best practice in Health and Safety at all times
Cultural Safety	
<ul style="list-style-type: none"> • Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your day-to-day interactions with others. • Honouring cultural diversity 	<ul style="list-style-type: none"> • Respect, sensitivity, cultural awareness is evident in interpersonal relationships. • Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices
Other Duties	
<ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience 	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date