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| **Position Description** | |
| Employment Agreement: | NZNO/WDHSL Collective Agreement |
| Position Title: | Healthcare Assistant |
| Service & Directorate: | Takaro Ward, ED, Outpatients and/or Allied Health |
| Location: | Oamaru |
| Reports to: | Shift Leader |
| Date: | 08/05/2019 |

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| **Our Vision** | | | | | | |
| To become a progressive, positive, and caring organisation delivering a responsive, accessible and modern health service | | | | | | |
| **Our Shared Values** | | | |  | | |  |
| **People Focused** | **Caring** | **Engaged** | **Integrity** | **Respect** | **Resilience** | |
| ***Looking after our staff and the people of North Otago*:**  As staff we respect and support each other. We work as a team to care for each other and the people in our community. | ***Being authentic*:**  We are genuine and sincere about how we work together and communicate. We are honest with each and are open to others point of view. We treat each other well. | ***Best action:***  We contribute actively through a positive attitude and approach. We are always looking to see how we can do things better. | ***Being sincere:***  We are genuine, sincere and act with humility to foster and build on all the strengths in our staff and our community. | ***Being considerate:***  As staff we respect each other and the work of the organisation. We have the best interests of our people at heart. | | ***Are Committed:***  We work with the best interests of all our stakeholders at heart to be brave to face the challenges and have courage. |
| **PURPOSE OF ROLE** | | | | | | |

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| * To assist and support Registered Nurses, Enrolled Nurses and Allied Health in their care for patients in accordance with designated standards of practice and other delegated duties associated with the efficient running of the unit |

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| **Competencies** |

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

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| **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 and Trust** | Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain. |
| **Drive For Results** | Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results. |
| **Managing Diversity** | Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all. |

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| **ROLE SPECIFIC COMPETENCIES** | |
| Listening | * Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees |
| Problem Solving | * Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at first answers |
| Interpersonal Savvy | * Relates well to all kinds of people – inside and outside the organisation. Builds appropriate rapport. Builds constructive and effective relationships. Uses diplomacy and tact. Can defuse even high-tension situations comfortably |
| Personal Learning | * Picks up the need to change personal, interpersonal behaviour quickly; watches others for their reactions to his/her attempts to influence and perform; and adjusts; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly |
| Organising | * Can marshal resources (people, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner |

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| **KEY RELATIONSHIPS** | |
| **Within Waitaki District Health Services Ltd** | **External to Waitaki District Health Services Ltd** |
| * Director of Nursing and Operations | * Patients |
| * Shift Leader | * Visitors |
| * Medical Staff | * Families |
| * Allied Health Staff |  |
| * All WDHSL Staff |  |
| * Voluntary Staff |  |

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| **PERSON SPECIFICATION** | | |
| The expertise required for a person to be fully competent in the role. Position specific competencies include: | | |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Education and Qualifications (or equivalent level of learning)** | * Have a reasonable level of literacy and be able to write legibly | * Have attained a Caregivers or Health Assistance Course or have completed an accredited Carers/Assistant Education Programme |
| **Experience** | * Cultural awareness and understanding of the implications of the Treaty of Waitangi * Have proven competence in carrying out basic manual tasks |  |
| **Knowledge and Skills** | * Mature, responsible outlook * Self-motivated with positive attitude to life * Self confidence * Clear communication skills * Ability to work as part of a team * Flexibility * Be prepared to work rostered shifts * Sense of humour |  |
| **Personal Qualities** | * Tidy presentation * Bright personality | |

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| **Area of Responsibilities** | **Performance Measure** |
| Assist the nursing and Allied Health staff to ensure consistency and quality of patient care | * In conjunction with a Registered Nurse, Enrolled Nurse or Allied Health professional, assist in the delivery of care to patients in accordance with individual health care consumer’s needs, standards of nursing practice, policies, and doctor’s orders and under supervision of Registered / Enrolled nursing and Allied Health staff in line with the Healthcare Assistance Competency Checklist (NSG027) * Maintain confidentiality in his/her work, especially regarding information related to patients and their treatment * Prevent cross infection by observing basic rules of hygiene * In consultation with the Registered / Enrolled Nurse and Allied Health staff, recognise patient’s / family’s social, cultural, spiritual, physical, emotional and intellectual needs, and utilises suitable people / resources to meet these needs * Undertakes other tasks as directed by Supervisors |
| Maintain professional skills | * Undertake any educational qualifications required for the service * Participate in education programmes that are relevant * Be familiar with all emergency procedures and equipment and their use within the ward * Actively participate in quality improvement activities |
| Maintain good communication and interpersonal relationships within Waitaki District Health Services Ltd | * Demonstrate effective communications with all staff, patients, relatives and other health professionals * Be polite and courteous at all times * Create a positive environment, challenging negativity * Demonstrate a professional and helpful attitude in his/her interactions with consumers and the health care team * Contributes to team meetings / staff meetings * Recognise that people are entitled to consideration and respectful care without prejudice against gender, ethnic background, lifestyle, education and religion |
| Ensure the provision of a safe, clean environment for patients, staff and visitors | * Manages the ordering and levels of supplies and consumables * Ensures supply order is timely and items ordered are received * Demonstrate responsible use of and maintenance of consumables and equipment * Ensures non clinical areas are kept clean * Appropriately report incidents and problems to the Shift Leader * Observe and practice safe work methods using safety equipment where it is provided * Report unsafe working conditions or equipment in the appropriate manner and to the appropriate person |
| Actively uphold Waitaki District Health Services Ltd philosophy, policies and procedures | * Ensure all policies, procedures and standards of practice of Waitaki District Health Services Ltd, relevant Acts, Regulations, Employment Contracts and statutory obligations are adhered to within the principles of Equal Employment opportunity and the Treaty of Waitangi * Maintain ethical standards and client confidentiality at all times |
| Perform such other duties as may be reasonable required | * Undertake duties as directed in an efficient and productive manner |
| **Quality Improvement** |  |
| Promoting and maintaining a quality improvement approach into all work. | * Demonstrate a positive personal commitment to the culture of continuous quality improvement by ensuring quality values are integrated into personal daily practice * Actively contribute to the implementation and ongoing maintenance of continuous quality improvement processes in their area according to a planned annual programme * Lead and support quality improvement activities in all departments/areas of WDHSL |
| **Health, Safety and Wellbeing** | |
| Taking all reasonably practicable steps to ensure personal safety and the safety of others while at work, in accordance with the WDHSL’s Health, Safety and Wellbeing policies, procedures and systems. | * You understand and consistently meet your obligations under WDHSL’s Health and Safety policy/procedures. * You actively encourage and challenge your peers to work in a safe manner. * Work towards creating an atmosphere where staff support each other and workplace violence and bullying is not tolerated * Effort is made to strive for best practice in Health and Safety at all times. |
| **Treaty of Waitangi** | |
| Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis. | * *Partnership* – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. * *Participation* – You work in partnership with our treaty partners to enable our organisation to prosper.  You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. * *Protection* – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori. |

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| **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. This Position Description may be reviewed as part of the preparation for your annual performance and development review. |

Acknowledged / Accepted:

Employee Date

Manager Date