

Health New Zealand Te Whatu Ora	POSITION TITLE	HEALTH CARE ASSISTANT (HCA) - Contenance and Ostomy Service		
	GROUP	Whanau and Communities Group	DEPARTMENT	Community Nursing
	REPORTING TO (operationally)	Clinical Nurse Manager – Community Nursing	REPORTING TO (professionally)	Clinical Nurse Manager – Community Nursing
GROUP RESPONSIBILITIES & DIRECT REPORTS	This role supports the delivery care in the Community through the provision of support for the Contenance and Ostomy Registered Nursing Teams within Health New Zealand Te Whatu Ora Te Matau a Māui Hawke's Bay Staff reporting: Nil			
PURPOSE OF THE POSITION	To provide clinical, technical and clerical support to the Contenance and Ostomy nursing teams and other staff working within the Community Nursing Team. To ensure and prioritise a focus on patient and staff safety and quality relating to care and processes.			
KEY DELIVERABLES	<p>Clinical Support</p> <ul style="list-style-type: none"> • By assisting in the provision of patient care and related activities as delegated by the Registered Nurse (RN). • By treating patients with respect and dignity and with confidentiality • By completing tasks (once appropriately trained), and as approved in the Health NZ Hawke's Bay task list. • Ensuring patient comfort and safety • Managing consumables ordering, storage and delivery • Ensuring all organisational mandatory compliance training requirements have been achieved • To assist with the delivery Nursing Care as delegated by the Registered Nursing staff in the team. • To complete specific technical tasks once training has been completed (and approved by CNM or delegate) as described in the department task list <p>Administration and Clerical Support</p> <ul style="list-style-type: none"> • Photocopying/faxing/scanning/filing of documents or other health record management requirements as delegated • Ensuring privacy of patient's records • Phone calls to patients/whanau as delegated • Delivery of documentation to other areas • Other specific administration / clerical tasks as delegated • Managing stationery and supplies <p>Technical Support</p> <ul style="list-style-type: none"> • Ensures equipment cleaned and stored as appropriate • Reports faulty equipment in appropriate manner • Ordering and managing supplies, returned consumables and consumable deliveries 			
HEALTH & SAFETY RESPONSIBILITIES	Health NZ Hawke's Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: <ul style="list-style-type: none"> ○ Not to do anything that puts your own H&S at risk ○ Not to do anything that puts others H&S at risk ○ To follow all health and safety policies and procedures ○ To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			
KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> • Patients/Consumer/Tangata Whaiora • Clinical Nurse Manager / Associate Nurse Manager • Whanau and Communities management group • Wider department nursing team • Wider Organisational Nursing teams • Chief Nursing and Midwifery Officer • Allied Health Staff 		EXTERNAL <ul style="list-style-type: none"> • Other service providers • Primary and NGO sector • Regional/other Health NZ services • Rural health providers 	

	<ul style="list-style-type: none"> • Medical Staff • Other team members • Administration staff • Procurement staff 	
DELEGATION AND DECISION	Health Care Assistants, as unregulated health care workers, work under the direction and delegation of registered nurses / midwives.	
HOURS OF WORK	Permanent part time (48 hours per fortnight) Monday – Friday (hours of work tbc)	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the NZNO Nursing & Midwifery Single Employer Collective Agreement (SECA) Health Care Assistants and Hospital Aids, \$58,100 – 68,309 gross per annum according to qualifications and experience pro rata for hours worked.	
DATE	March 2024	

ESSENTIAL CRITERIA

Qualifications

- New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance **OR**
- Actively on this qualification pathway **OR** commitment to commence this qualification within six months of employment

Experience

- Understanding of the needs of other cultures, including lifestyle, spiritual beliefs and choices of others
- Ability to accept and respond to direction
- Sensitive to the needs of patients, staff and the public
- Ability to make an effective unit/team contribution to ensure excellent teamwork is supported
- Proven ability to communicate effectively; verbal and written
- Proven customer service skills
- Proven ability to adapt within a changing environment
- Ability to maintain confidentiality
- Computer and telephone skills
- Current unendorsed Driver's License

Key Attributes

- An enthusiastic nature
- Fit and active
- Basic problem-solving skills
- Knowledge of ECA (patient and management system)
- Knowledge of MedTech (patient management system)
- Previous experience working in the community environment
- Self-motivated and able to work independently

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role

- Able to kneel
- Able to get 1 knee up on bed
- Able to squat
- Able to raise arms above head
- Able to reach arms out in front
- Able to walk up 2 flights of stairs without stopping
- Able to do at least 3 half press ups (i.e. on knees)

Vaccination status for role

Vaccinations as per the current employee immunisation policy including annual influenza vaccinations



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.