

Health New Zealand Te Whatu Ora	POSITION TITLE	HEALTH CARE ASSISTANT (HCA)		
	GROUP	Hospital	DEPARTMENT	Acute Assessment Unit (AAU)
	REPORTING TO (operationally)	Clinical Nurse Manager AAU	REPORTING TO (professionally)	Clinical Nurse Manager AAU
GROUP RESPONSIBILITIES & DIRECT REPORTS	This role covers the Acute Assessment Unit (AAU) within Health New Zealand, Te Matau a Māui Hawke’s Bay. Staff reporting: Nil			
PURPOSE OF THE POSITION	To provide clinical, technical and clerical support to the nursing team and other professional staff working within the multidisciplinary team. To ensure and prioritise a focus on patient 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), as approved in the Te Whatu Ora Hawke’s Bay task list Ensuring patient comfort Ensuring all organisational mandatory compliance training requirements have been achieved 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 of documents or other health record management requirements as delegated Ensuring privacy of patients records Delivery of documentation to other areas Other specific administration / clerical tasks as delegated Managing stationery supplies <p>Technical Support</p> <ul style="list-style-type: none"> Ensures equipment cleaned and stored as appropriate Reports faulty equipment in appropriate manner 			
HEALTH & SAFETY RESPONSIBILITIES	Te Whatu Ora 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 Wider department nursing team Wider organisational nursing teams Allied Health Staff Medical Staff Other team members Administration staff 		EXTERNAL <ul style="list-style-type: none"> Other service providers New Zealand Nurses Organisation Health New Zealand Health Quality and Safety Commission 	
DELEGATION AND DECISION	Health Care Assistants, as unregulated health care workers, work under the direction and delegation of registered nurses / midwives.			
HOURS OF WORK	48 hours per fortnight			
EMPLOYMENT AGREEMENT & SALARY	In accordance with the Te Whatu Ora/NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) Health Care Assistants and Hospital Aides Step 1 - 5 gross per annum according to qualifications and experience pro rata for hours worked.			
TENURE	Permanent			
DATE	February 2025			

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

Key Attributes

- An enthusiastic nature
- Fit and active
- Basic problem-solving skills
- Knowledge of ECA (patient and management system)

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 and the understanding that Te Whatu Ora Hawke's Bay expects its employees to be fully vaccinated for COVID 19



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.