

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b> 	<b>Health Care Assistant (HCA)</b>		
	<b>GROUP</b>	Support Services	<b>DEPARTMENT</b>	Integrated Operations Centre
	<b>REPORTING TO</b> (operationally)	Integrated Operations Centre Manager	<b>REPORTING TO</b> (professionally)	Integrated Operations Centre Manager
<b>GROUP RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the all areas in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay.			
<b>PURPOSE OF THE POSITION</b>	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.			
<b>KEY DELIVERABLES</b>	<p><b>Clinical Support</b></p> <ul style="list-style-type: none"> <li>○ By assisting in the provision of patient care and related activities as delegated by the Registered Nurse (RN).</li> <li>○ By treating patients with respect and dignity and with confidentiality</li> <li>○ By completing tasks (once appropriately trained), as approved in Te Matau a Māui, Hawke's Bay task list.</li> <li>○ Ensuring patient comfort</li> <li>○ Ensuring all organisational mandatory compliance training requirements have been achieved</li> </ul> <p>To complete specific technical tasks once training has been completed (and approved by CNM or delegate) as described in the department task list</p> <p><b>Administration and Clerical Support</b></p> <ul style="list-style-type: none"> <li>○ Photocopying/faxing/scanning of documents or other health record management requirements as delegated</li> <li>○ Ensuring privacy of patients records</li> <li>○ Delivery of documentation to other areas</li> <li>○ Other specific administration / clerical tasks as delegated</li> <li>○ Managing stationery supplies</li> </ul> <p><b>Technical Support</b></p> <ul style="list-style-type: none"> <li>○ Ensures equipment cleaned and stored as appropriate</li> <li>○ Reports faulty equipment in appropriate manner</li> </ul>			
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	Te Matau a Māui, 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"> <li>● Not to do anything that puts your own H&amp;S at risk</li> <li>● Not to do anything that puts others H&amp;S at risk</li> <li>● To follow all health and safety policies and procedures</li> <li>● To follow all reasonable health and safety instructions</li> </ul> (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			
<b>KEY WORKING RELATIONSHIPS</b>	<b>INTERNAL</b> <ul style="list-style-type: none"> <li>● Patients/Consumer/Tangata Whaiora</li> <li>● Clinical Nurse Manager / Associate Nurse Manager</li> <li>● Wider department nursing team</li> <li>● Wider Organisational Nursing teams</li> <li>● Chief Nursing and Midwifery Officer</li> <li>● Allied Health Staff</li> <li>● Medical Staff</li> <li>● Other team members</li> <li>● Administration staff</li> <li>● Procurement staff</li> </ul>		<b>EXTERNAL</b> <ul style="list-style-type: none"> <li>● Other service providers</li> <li>● Primary and NGO sector</li> <li>● Regional/other Te Whatu Ora - Health New Zealand services</li> </ul>	

<b>DELEGATION AND DECISION</b>	Care Associates, as unregulated health care workers, work under the direction and delegation of registered nurses / midwives.
<b>HOURS OF WORK</b>	Casual, working on an 'as and when required' basis
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with Te Whatu Ora - Health New Zealand's / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) Step 1- Step 5 gross per annum according to qualifications and experience pro rata for hours worked.
<b>DATE</b>	December 2022

### 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 two 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

#### 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 vaccination

### Key Attributes

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



## Our Vision and Values

*Te hauora o te Matau-a-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.