

<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>DIRECTORATE</b>	Mental Health and Addiction Services Directorate	<b>DEPARTMENT</b>	Mental Health Intensive Service
	<b>REPORTING TO (operationally)</b>	Clinical Nurse Manager Mental Health Intensive Service	<b>REPORTING TO (professionally)</b>	Clinical Nurse Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Intensive Services, Mental Health and Addiction Services Directorate in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay			
<b>PURPOSE OF THE POSITION</b>	<p>To provide clinical, technical and clerical support to the nursing team and other professional staff working within the multidisciplinary team.</p> <ul style="list-style-type: none"> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Mental Health Intensive Service.</li> <li></li> </ul>			
<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 Whatu Ora - ` 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> <li>Assist with the ordering/management and delivery of stores/supplies as delegated.</li> <li>Demonstrating responsibility for storing equipment/supplies correctly.</li> </ul> <p><b>Quality Practice</b></p> <ul style="list-style-type: none"> <li>Participates in unit policy planning / quality improvement activities.</li> <li>Works within the policies and protocols for Te Whatu Ora - ` Hawke's Bay.</li> </ul>			
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>Te Whatu Ora - ` Hawke's Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <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> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>			

<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <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>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>• Other service providers</li> <li>• Primary and NGO sector</li> <li>• Regional/other Te Whatu Ora - ` Hawke's Bay services</li> <li>• Families/ Whanau and care givers</li> </ul>
<b>DELEGATION AND DECISION</b>	Health Care Assistants, as unregulated health care workers, work under the direction and delegation of registered nurses / midwives.	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the Te Whatu Ora - ` Hawke's Bay's / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) – Health Care Assistants and Hospital Aides - \$Step 1 – Step 5 according to qualifications and experience pro rata for hours worked.	
<b>DATE</b>	September 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:

- Agility
  - 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
- Fitness
  - Able to walk up 2 flights of stairs without stopping
- Strength
  - 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 and COVID 19 in accordance with current mandate

## 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-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.