

<b>Health New Zealand</b> Te Whatu Ora	<b>POSITION TITLE</b>	<b>Support Associate</b>		
	<b>DIRECTORATE</b>	Specialist & Community Services	<b>DEPARTMENT</b>	Wairoa Hospital and Health Centre
	<b>REPORTING TO (operationally)</b>	Wairoa Hospital & Health Centre Manager	<b>REPORTING TO (professionally)</b>	Wairoa Hospital & Health Centre Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Wairoa Hospital & Health Centre in Health New Zealand   Te Whatu Ora Te Matau a Māui Hawke's Bay Staff reporting    - Nil Direct - Nil Indirect			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>Responsible for the provision of support services to staff and patients through domestic and orderly tasks at the Wairoa Hospital and Health Centre</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes in alignment with Health New Zealand   Te Whatu Ora's Infection control and prevention principles and treaty of Waitangi</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Domestic duties</b></p> <ul style="list-style-type: none"> <li>Active involvement within the health centre to maintain appropriate cleanliness and supplies to maintain the centres infection control activities and support clinical staff with patient care</li> <li>Provision of cleaning duties to delegated areas</li> <li>Monitor and maintain adequate supply of basic ward resources as appropriate</li> <li>Removal and disposal of refuse and dirty linen, including biohazard and general waste.</li> <li>Removal and disposal of hazardous material i.e. broken glass</li> <li>Prepare and send linen order for delgated area</li> </ul> <p><b>Orderly duties</b></p> <ul style="list-style-type: none"> <li>Deliver supplies and stores</li> <li>Deliver breakfast and lunch meals clearing disshes for return to kitchen</li> <li>Assist with security of buildings by securing doors, reporting maintainence and repairs</li> <li>Daily mail delivery to delgated areas</li> <li>Driving errands and duties</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>Communicate effectively with all team members, patients and the general public appropriately</li> <li>Regular communication with Clinical Nurse Manager,</li> <li>Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others.</li> <li>Demonstrates a commitment to and an understanding of biculturalism.</li> <li>Adheres to the Hawke's' Bay District Health Board Privacy/Confidentiality Code</li> <li>All incoming and outgoing communications are treated with confidentiality</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Open and responsive to customer needs particularly patients.</li> <li>Demonstrate an understanding of continuous quality improvement.</li> <li>Excellent people relationship skills</li> <li>Empathy for people under stress</li> <li>Ability to manage multiple tasks in a timely manner</li> </ul> <p><b>Note;</b> a Wairoa Support Associates task list to guide daily duties in delegated areas is attached</p>			

HEALTH & SAFETY RESPONSIBILITIES	<p>Health New Zealand   Te Whatu Ora 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><li>○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm).</li></ul>	
KEY WORKING RELATIONSHIPS	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"><li>▪ Facilities Maintenance and Support Staff</li><li>▪ Other members of Management Team</li><li>▪ All other Wairoa Hospital &amp; Health Centre Staff</li><li>▪ Health New Zealand   Te Whatu Ora Infection Control Advisors</li></ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"><li>▪ Patients and their family/ Whanau (occasional)</li><li>▪ Delivery and waste contractors i.e. linen and waste</li></ul>
DELEGATION AND DECISION	<p>Works according to Health New Zealand   Te Whatu Ora Infection control and prevention policy, Hand Hygiene and glove use policy, Cleaning disinfection and sterilisation policy and best practices.</p>	
EMPLOYMENT AGREEMENT & SALARY	<p>In accordance with DHB/ETU Multi Employer Collective Agreement (MECA) according to qualifications and experience pro-rated for hours worked.</p>	
DATE	<p>March 2025.</p>	
EXPENDITURE & BUDGET ACCOUNTABILITY	<p>N/A</p>	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"><li>▪ Effectively managing time and prioritising workload to ensure work is completed within the agreed time.</li></ul>	

## ESSENTIAL CRITERIA

### Experience

- Previous domestic or orderly experience
- Sensitive to the needs of patients, residents and clinicians onsite
- Sound knowledge of safe use of personal protective equipment.
- Ability to produce a consistently high standard of workmanship.
- Ability to work within timeframes and working under pressure.
- Ability to follow instructions – written and verbal

### Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Ability to maintain confidentiality

### Business / Technical Skills

- Full NZ drivers licence

### 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 squat
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

## DESIRABLE CRITERIA

### Qualifications

- Level 2 or 3 NZQA Qualification

### Experience

- Experience in the use of microfibre products
- Problem solving skills
- An understanding of total quality management principles for continual service development.
- A commitment to a client-centred approach to service provision.

### Business / Technical Skills

- Sound knowledge of record keeping and stock control.
- Basic computer knowledge for emailing, payroll etc.



## 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.



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



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



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



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