

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Health Care Assistant (HCA)		
	DIRECTORATE	Mental Health and Addiction Services Directorate	DEPARTMENT	Mental Health Intensive Service
	REPORTING TO (operationally)	Clinical Nurse Manager Mental Health Intensive Service	REPORTING TO (professionally)	Clinical Nurse Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	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			
PURPOSE OF THE POSITION	<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"> To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Mental Health Intensive Service. 			
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 Te Whatu Ora - ` Hawke's Bay task list. Ensuring patient comfort Ensuring all organisational mandatory compliance training requirements have been achieved <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>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 Assist with the ordering/management and delivery of stores/supplies as delegated. Demonstrating responsibility for storing equipment/supplies correctly. <p>Quality Practice</p> <ul style="list-style-type: none"> Participates in unit policy planning / quality improvement activities. Works within the policies and protocols for Te Whatu Ora - ` Hawke's Bay. 			
HEALTH & SAFETY RESPONSIBILITIES	<p>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:</p> <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 <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>			

KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> • Patients/Consumer/Tangata Whaiora • Clinical Nurse Manager / Associate Nurse Manager • Wider department nursing team • Wider Organisational Nursing teams • Chief Nursing and Midwifery Officer • Allied Health Staff • Medical Staff • Other team members • Administration staff • Procurement staff 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Other service providers • Primary and NGO sector • Regional/other Te Whatu Ora - ` Hawke's Bay services • Families/ Whanau and care givers
DELEGATION AND DECISION	Health Care Assistants, as unregulated health care workers, work under the direction and delegation of registered nurses / midwives.	
EMPLOYMENT AGREEMENT & SALARY	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.	
DATE	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.