

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

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 ○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Facilities Maintenance and Support Staff ▪ Other members of Management Team ▪ All other Wairoa Hospital & Health Centre Staff ▪ Te Whatu Ora - ` Hawke's Bay Infection Control Advisors 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/ Whanau (occasional) ▪ Delivery and waste contractors i.e. linen and waste
DELEGATION AND DECISION	Works according to Te Whatu Ora - ` Hawke's Bay Infection control and prevention policy, Hand Hygiene and glove use policy, Cleaning disinfection and sterilisation policy and best practices.	
EMPLOYMENT AGREEMENT & SALARY	In accordance with Te Whatu Ora - ` Hawke's Bay/ETU Multi Employer Collective Agreement (MECA) according to qualifications and experience pro-rated for hours worked.	
DATE	November 2022	
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Effectively managing time and prioritising workload to ensure work is completed within the agreed time. 	

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 and fully vaccinated against COVID 19

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.



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.

RARANGATE 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.