

HEALTH CARE ASSISTANT - CASUAL

1. PURPOSE OF POSITION

The Casual Healthcare Assistant (HCA) functions as a vital equal value member of the Nursing Resources team. The HCA will perform delegated patient care duties, housekeeping duties and food service duties to enhance the satisfaction level of the hospitalised patient in the area. The HCA provides efficiency and quality of care by focusing on patient's comfort/concerns resulting in the freeing of nursing time. The HCA is not responsible for decision making in terms of patient care, planning or evaluation of care.

2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Nurse Manager, Nursing Directorate
Number of people reporting to you	Nil
Financial limits authority	Nil
Operating Budget	N/A

4. WORKING RELATIONSHIPS

External	Internal
Public and Patients	Clinical Nurse Manager, Nursing Resources Duty Nurse Manager Nursing Resource Administrator Various Unit/Department Managers Various Ward/Unit staff Allocations Staff

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p>1. DUTIES</p> <p>To perform specified duties as directed to maintain customer</p>	<ul style="list-style-type: none"> • All information is accurately documented as necessary. • Maintains Risk Management standards at all times. • Maintains effective communication. • Changes medical gas cylinders as necessary. • Delivery of patient meals and drinks as scheduled/requested occurs. Has training in the safety requirements related to: <ul style="list-style-type: none"> - checking and complying with patients special diet requirements - placement of a patient’s meal/fluids - positioning of patient for feeding - feeding a patient a hot drink - feeding a patient solid substances - accurately reporting patients food and fluid intake - maintenance of hygiene standards • Maximum safety levels are observed at all times. • Ordering/restocking linen supplies occurs. • Restocking pharmacy impress occurs. • Maintenance/repair of equipment occurs or is notified to appropriate person. • Undertakes clerical duties as requested. Has had training in: <ul style="list-style-type: none"> - setting up admission charts - answering phone - ordering stationery supplies - faxing - collecting medical records - data entry on IBA • Carries out cleaning duties as required. Has training in: <ul style="list-style-type: none"> - removing waste materials (includes rubbish, contaminated rubbish, linen). - cleaning patient rooms and ensuites - cleaning beds and lockers - bath/shower/hand basin cleaning - cleaning toilets/urinals/slucie rooms - dusting including high dusting - cleaning ward facilities and use of safety precautions

	<ul style="list-style-type: none"> - cleaning kitchen facilities - floor cleaning including vacuuming, static and wet mopping - window/window frame cleaning - cleaning of equipment - changing curtains - general ward tidy • Duties are customer focused with regard to ethnic, cultural, religious and other individual needs. • Responds appropriately in an emergency situation. Has had training in: <ul style="list-style-type: none"> - location of crash trolley and emergency equipment - appropriate contact with relatives - basic CPR (level 2) • Carries out other tasks as requested. • Checks and maintains consumables at appropriate levels.
<p>2. Patient Care and Customer Service</p> <p>Responsible for providing quality internal customer service.</p>	<ul style="list-style-type: none"> • Able to deliver delegated care to patients in a safe and effective manner within scope of practice. • Provides patient handling assistance as required. Training has covered: <ul style="list-style-type: none"> - principles of safe handling - dealing with a fallen patient - calming and restraint - correct lifting techniques - assisting with walking frames and other equipment - correct use of lifting equipment - log rolling - sitting patients up in bed - moving patients up the bed - transferring patients from bed to chair - standing pivot transfer - shoulder lift - team lift - top and tail hammock lift • Uses assessment skills to manage imprest levels. • Performs routine ECGs as requested. Has had training in performing routine ECGs. • Assists with wound dressings as requested. Has had training in: <ul style="list-style-type: none"> - where equipment/dressings stored - aseptic techniques

	<ul style="list-style-type: none"> - preparing patient - disposal of soiled dressing • Transfer and transport of patient occurs as required. Has had training in: <ul style="list-style-type: none"> - transportation protocol - safety procedures when moving a bed - transportation off the unit - transportation of specimens • Maintains patient hygiene, comfort and care within scope of practice. Has had training in: <ul style="list-style-type: none"> - bed making - assistance with patient sponging/showering/bathing - oral hygiene - preparing room for admission - recording patient weight, height and urinalysis - call bells/patient enquiries - basic human needs including nutrition, rest and sleep patterns, concept of health and illness - basic human anatomy and physiology - comfort and nature of pain - Mortality - Spirituality - nutritional requirements including special diets and supplements and NBM - elimination - pressure area care • Promotes a friendly and secure environment. Has had training in responding to grief/EAP/customer focus/performance management. • Communicates with patients and staff in a friendly, clear, effective and helpful manner. • Demonstrates cultural sensitivity. • Maintains confidentiality and the right to privacy. Has had training on: <ul style="list-style-type: none"> - Code of Rights - complaints system
<p>3. Environment and Facilities</p>	<ul style="list-style-type: none"> • Maintains environment and facilities to ensure effective, quality service provision. • Reports equipment malfunction and facilities issues to the Clinical Nurse Manager of the area deployed. • Provides patients with a clean, tidy environment, enhancing patient and staff comfort and safety. • Maintains an environment which prevents spread of

	<p>infection.</p> <ul style="list-style-type: none"> • Proactive and responsible in respect to health and safety. Has had training in: <ul style="list-style-type: none"> - medical gases - electrical safety - standard precautions - accidental infections exposure - emergency and disaster protocols • Ensures that the equipment and other related support infrastructure are well maintained in your area of responsibility.
4. Team Work	<ul style="list-style-type: none"> • Works under the guidance and direction of the registered nurses in the same ward team. • Promotes the fostering of a team environment that enhances partnership and co-operation. • Is available for team development workshops as determined by the Coordinating Duty Manager • Assists in the development of new policies and procedures within the Company. • Attends Company/team staff meetings where possible. • Demonstrates a commitment to continual improvement activities and undertakes such, as appropriate. • Maintains customer focus.
5. Staff Development	<ul style="list-style-type: none"> • Participates in regular performance reviews. • Participates in relevant inservice education and encourages others to do so. • Feedback relevant information to team. • Participates in information sharing to staff in the advent of equipment or protocol changes. • Undertakes additional courses and conferences to promote personal and professional development as relevant. • Shares knowledge and skills with others, as required. • A high level of basic patient care and expertise with equipment is maintained for safety reasons.

Organisational Accountabilities	Expected Outcome for all employees
Health Equity	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • the Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to

Organisational Accountabilities	Expected Outcome for all employees
	<p>Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1;</p> <ul style="list-style-type: none"> ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; <ul style="list-style-type: none"> ● You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures; ● You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
Health and Safety	<ul style="list-style-type: none"> ● Maintains a safe and healthy environment ● Complies with health & safety policies and procedures ● Carries out work in a way that does not adversely affect their health and safety or that of other workers ● Complies with procedures and correctly use personal protective equipment and safety devices provided ● Contributes to hazard identification and management process ● Reports accurately near misses/incidents/accidents in a timely manner ● Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> ● Fully contributes to the team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. ● Participates in the performance appraisal process where personal performance and development is reviewed. ● Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the Nursing Resources team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
Effective Communication Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making
Decision Making/Problem Solving Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.
Innovation/Initiative Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
Resilience/Flexibility Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
Cultural Safety Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.
Teamwork Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

8. EDUCATION

Completed the Healthcare Assistant or Health Support Assistant training or a NZQA approved National Certificate of the Older Person (Level 3) or the National Certificate in Community Support Service (Level 3).

An equivalent NZQA Level 3 qualification related to health and disability will be considered by the relevant Service Manager but the applicant must be able to provide a detailed course outline.

9. SKILLS

Displays effective interpersonal communication skills.

Demonstrates a high standard of hygiene cleaning/restocking.

Is self directed in cleaning duties.

Has a commitment to quality and accuracy and is keen to learn and develop new skills.

Dedicated team player with a willingness to learn new skills.

Shows a caring but professional manner in all aspects of work. Is aware of and sensitive to all cultural issues.

Able to cope with a high and varied work load including emergency situations.

Time management skills and ability to prioritise.

Demonstrates initiative and flexibility.

Ability to maintain confidentiality at all times.

Computer literate.

Knowledge of quality assurance and accreditation principles, and a commitment to continuous quality.

10. EXPERIENCE

At least six months experience as an Healthcare Assistant in the Health Sector.