



Position Description

Health Care Assistant

Report To: Nurse Manager
Tauranga Hospital

The Organisation

Vision: Leading health and independence for our future.

Mission: Improving, maintaining and restoring health and independence for our people.

Values: High standards. Valuing customers. Valuing our people. Valuing teamwork. Embracing change. Achievement.

Pacific Health has an active commitment to the Treaty of Waitangi and the improvement of Maori Health.

Main Purpose

The HCA is employed to:

- » Work under the direct supervision of a Registered Nurse / Registered Midwife or Allied Health Professional to assist patients meet their activities of daily living.
- » Maintain a safe environment conducive to the delivery of high quality health care.

Principal Accountabilities

Key Areas of Responsibility	Expected Outcomes
To demonstrate a caring and respectful approach to patients/clients and their family/whanau.	<p>Welcomes new patients to the ward and helps them settle in.</p> <p>Shows sensitivity and awareness to patients and families needs and responds warmly.</p> <p>Respects confidentiality.</p>

Key Areas of Responsibility	Expected Outcomes
<p>To become a valued and reliable team member</p>	<p>Demonstrates a conscientious and reliable approach.</p> <p>Communicates effectively, positively and courteously.</p> <p>Establishes harmonious interpersonal relationships and recognises the contribution and worth offered by each member of the health team in the provision of a high quality service.</p>
<p>To assist with implementation of a high quality nursing service working alongside the Registered Nurse or Enrolled Nurse</p>	<ol style="list-style-type: none"> 1. Answers call bells promptly and acts on patient requests for assistance: <ul style="list-style-type: none"> » Fluids) Documents as » Bed pan etc) directed by RN » Vomit carton) » Respects confidentiality 2. Assists with delegated tasks: <ul style="list-style-type: none"> » bedmaking » tidying lockers » shifting patients to different areas of wards or to different wards » making tea, coffee etc for relatives » distributes mail, flowers » helps settle patients at night, clearing and tidying ward » assists with showering a patient but not responsible for bed sponge unless working alongside Registered or Enrolled Nurse, when two nurses are required, depending on mobility of patient. » Patient watches, for observation and ensuring patient safety. <p>Understands basic principles of 'isolation' but is not responsible for care of patients in isolation units. May assist in this area if needed.</p> <p>Uses any equipment or supplies resourcefully and responsibly.</p>
<p>Assists with personal care tasks for patients/clients.</p>	<p>Completes a comfort round and checks on patients/clients.</p> <ul style="list-style-type: none"> » warmth » positioning pillows » fluids within reach » bells within reach

Key Areas of Responsibility	Expected Outcomes
	<p>Works alongside nursing staff assisting as required where two people are needed for patient care:</p> <ul style="list-style-type: none"> » lifting » walking » showering » pressure area care
<p>To assist with meal service</p>	<p>Sits patients up for meals and positions them comfortably.</p> <p>Helps patients with meals and meal trays:</p> <ul style="list-style-type: none"> » opens packages, butters bread etc » feeds/helps patients as necessary with meal <p>Ensures fluids are in reach at all times and assists patients with fluids as necessary.</p> <p>Assists patients and nursing staff with completion of menu cards.</p>
<p>To promote personal and environmental safety</p>	<p>Takes necessary precautions to prevent injury or accidents occurring.</p> <p>Maintains organisational standards.</p> <p>Reports to RN any hazards/concerns re safety.</p> <p>Understands limitations and accepts responsibility for duties performed.</p> <p>Works within organisational Infection Control and OSH policies and procedures.</p>
<p>To assist with clerical duties</p>	<p>Answers phone promptly and courteously when receptionist busy or unavailable.</p> <p>Takes messages and relays information promptly to RN.</p> <p>Able to access and log information in IBA system.</p> <p>Assists with transfer/discharge notes preparation.</p>
<p>Promotes ward tidiness and availability of clinical supplies</p>	<ul style="list-style-type: none"> » Assists with housekeeping tasks: » tidying cupboards, in treatment room and sluice room » cleans trolleys etc » re-stocking clinical supplies » replacing linen bags

Key Areas of Responsibility	Expected Outcomes
	<ul style="list-style-type: none"> » re-stocking vomit cartons, mouthwash cups etc in patient/client areas of ward » keeps patient areas tidy and equipment secured » ensures bathroom and toilet areas are clean and ready for patient use at all times
Perform additional duties which contribute to effective running of the ward	<ul style="list-style-type: none"> » undertakes other tasks, including errands, as identified, within skills and abilities.

The Person

This position is very active and entails heavy lifting of a wide variety of objects and patients, working in confined spaces and spending long periods of time on your feet. It also involves considerable exposure to water and skin and domestic cleansing agents.

Essential

- » Portrays an enjoyment for working with people
- » Is caring, conscientious, dependable and reliable
- » Understands and respects patient confidentiality and privacy
- » Is aware of the Treaty of Waitangi principles and the requirement to work in a culturally safe way.
- » Is able, and used to taking direction and instructions from designated supervisors.
- » Has experience of working in a team.
- » Has good communication & listening skills
- » Ability to converse and write clearly and concisely in English
- » Has an acceptable level of physical fitness
- » Able to work a variety of shifts and hours

Desirable

- » Previous experience of working with the public
- » Understanding of and/or ability to speak Te Reo
- » Basic computer skills
- » First Aid qualification/NZQA care qualifications
- » Attended Injury Prevention Programme