

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

Te Whatu Ora – Te Tai o Poutini West Coast is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Healthcare Assistant Buller IFHC	
Reports to:	Associate Clinical Nurse Managers Buller Health Buller Health Leadership Team	
Key Relationships:	Internal: <ul style="list-style-type: none">▪ Urgent and Acute team▪ Primary care team▪ Admin support staff and Clinical nurse manager▪ Patients of the facility and their carers and families.	External: <ul style="list-style-type: none">▪ Health care consumers▪ Family/whanau members▪ Visitors/members of the public▪ Other health providers and agencies
Role Purpose:	<p>The Healthcare Assistant is responsible for providing an important service for patients, carrying out procedures and supporting patients to live healthier lives under the direction and supervision of the clinical team.</p> <p>The healthcare assistant also supports the delivery of the service by providing some administrative support</p> <p>The key deliverables are –</p> <ul style="list-style-type: none">• Safe and efficient management of recall processes• Management of health documentation to patient records• Maintaining consult rooms, treatment rooms and medical equipment, customer service• Mixture of health admin duties• Appropriate telephone duties	
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none">• Sometimes a stressful environment, need to be able to respond appropriately• Understand own role and scope within the IFHC• Have a pleasant flexible and sensitive approach to different cultural needs of the community	

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ORGANISATIONAL VISION & VALUES:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

All activities Te Whatu Ora, Te Tai o Poutini West Coast reflect the values of:

- Manaakitanga – caring for others
- Whakapapa – identity
- Integrity
- Respect
- Accountability
- Valuing people
- Fairness
- Whanaungatanga – family and relationships
- Pono - truth

He mihi

E ngā mana

E ngā reo

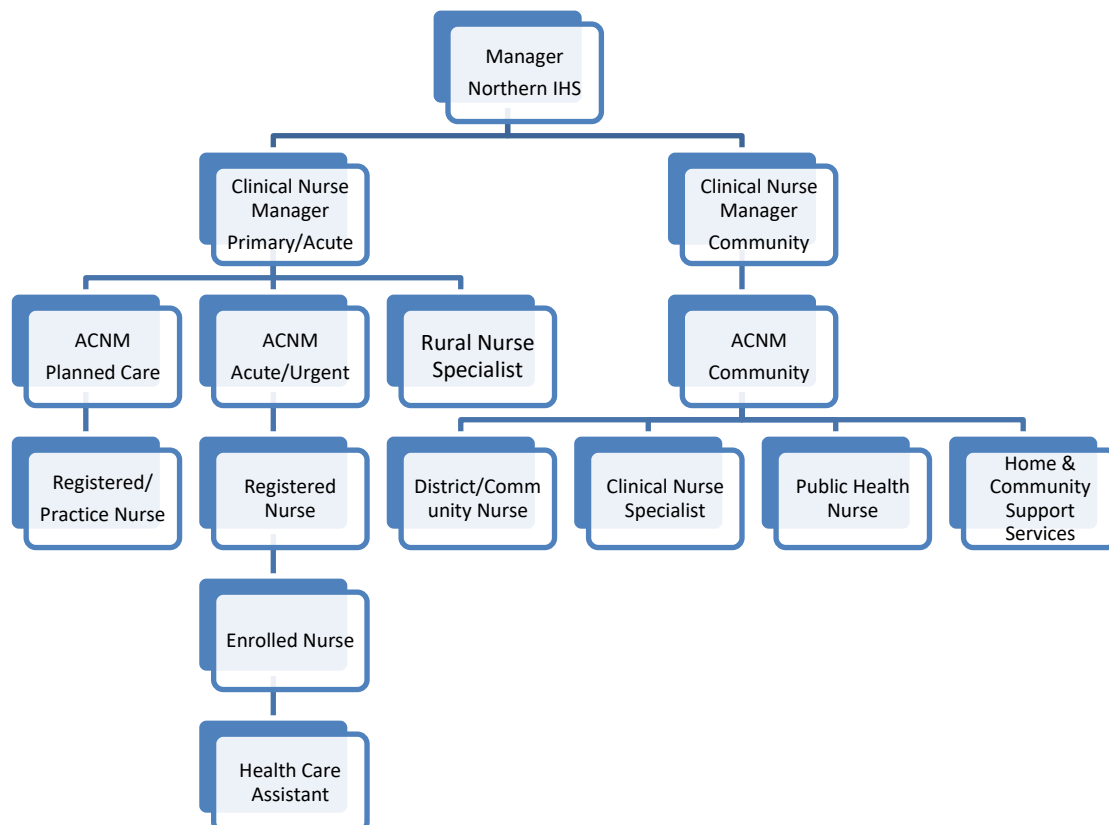
E ngā iwi o te motu

Tēnei te mihi ki a koutou katoa

He whakatauki

Ko tau rourou, ko taku rourou, ka ora ai te iwi

With your contribution and my contribution we will be better able to serve the people.



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KEY ACCOUNTABILITIES:

The Healthcare Assistant is responsible for:	The Healthcare Assistant will be successful when
1. Responsibilities for patient care	<ul style="list-style-type: none">• To ensure test samples are appropriately labelled and packaged for transportation to the laboratory.• To carry out health screening and measurements, including: blood pressure; weight, height and body mass index; urinalysis; peak flow readings.• To provide education and health promotion to patients as appropriate.• To act as a chaperone for other clinicians.• To collect lifestyle data from patients, including smoking status, alcohol consumption and exercise.• To refer the patient to another clinician when appropriate.• To report any observed changes in the patient's condition or behaviour, or any other cause for concern, to an appropriate clinician.• Assisting where appropriate with personal cares, under direction and delegation of Registered clinical staff.• Support and monitor patients during any nebulisation therapy.• To maintain accurate and contemporaneous records to relevant professional standards/guidelines.
2. Administrative responsibilities	<ul style="list-style-type: none">• Re-stocking of clinical areas with clinical supplies and appropriate literature and forms.• Supporting the delivery of standards and targets, including contacting patients (by telephone or letter) to provide information and invite them to attend for appointments as appropriate• Computer skills and inputting patient data into clinical database• Organise the provision of patient information leaflets, as requested.
3. Communications and relationships	<ul style="list-style-type: none">• Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.• Communicate effectively with other members of the health care team (e.g. GPs, Practice Nurses, acute care Registered staff).• Communicate effectively with patients and carers, recognising their needs for alternative methods of communication.• Provide and receive sensitive information.• To understand and follow the requirements of confidentiality (Privacy Act and practice policy, the Code of conduct)• Participation in ward meetings

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4. Team working	<ul style="list-style-type: none"> Understand own role and scope in the organisation. Work as an effective and responsible team member, supporting others. Ensure clear understanding and utilisation of referral mechanisms within the IFHC. Participate in team activities that create opportunities to improve patient care.
5. Equality and diversity	<ul style="list-style-type: none"> To act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures. To respect the privacy, dignity and beliefs of patients, carers, visitors and co-workers. They must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc. Be aware of statutory procedures, local guidance and referral criteria regarding protection of children and vulnerable adults, to follow the guidance and policies and take action in an appropriate manner.
6. Training/Personal development	<ul style="list-style-type: none"> To undergo regular appraisal, supervision and training as necessary to update skills and knowledge. To take responsibility for maintaining a record of own personal development. Participation and assistance in the orientation/induction of new healthcare professionals, including Practice Nurse, GP Registrars, nursing students and medical students. To provide training to other staff in work relevant to this post.
7. Health and Safety Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards.	<ul style="list-style-type: none"> Use of proper infection control procedures. Use the personal security systems within the workplace according to IFHC guidelines. Follow Health & Safety Policies and guidelines, including fire procedures and those pertaining to clinical areas of risk. Use safe working procedures and report incidents using the Safety First system.
8. Quality Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.	<ul style="list-style-type: none"> Every staff member within Te Whatu Ora – Te Tai o Poutini West Coast, is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures. To support and work towards the achievement of national standards (e.g. Quality, PHO targets, Cornerstone Accreditation and Acute care audits) To support the aims, objectives and model of care of the IFHC; and contribute to the ongoing development of the IFHC as required.

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	<ul style="list-style-type: none"> ▪ Demonstrates commitment to Treaty of Waitangi principles when working with tangata whaiora and whanau ▪ Consistently demonstrates awareness and sensitivity of cultural differences when working with patients and their families/whanau, and when working with clinical and non-clinical colleagues across Te Whatu Ora – Te Tai o Poutini West Coast ▪ Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues
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Qualifications & Experience

Essential	Desirable
<ul style="list-style-type: none"> ▪ Level 2-3 NCEA or equivalent (required passes in English and Math) ▪ Experience of working with the general public, preferably within a service environment. ▪ Good interpersonal and communication skills, both verbally and in writing ▪ Be able to work as part of a Team ▪ Possess high level of initiative ▪ Be able to work under pressure and meet deadlines ▪ Accountability ▪ Ensure patient confidentiality at all times 	<ul style="list-style-type: none"> ▪ NZ Certificate in Health and Wellbeing (Level 3), Health Assistant strand ▪ NZ Health, Disability & Aged Support (Level 3) ▪ Pre-health and Science (Level 3) ▪ Previous experience working in hospitals, nursing homes or primary care. ▪ Knowledge and understanding of the Principles and Articles of the Treaty of Waitangi ▪ Administration experience ▪ Computer literate

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of Te Whatu Ora – Te Tai o Poutini West Coast

I accept the terms and conditions as outlined in this Position Description

Date _____

Date _____

Name

Name

Position

Health Care Assistant