

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

Our Organization is committed to the principles of Te Tiriti o Waitangi [Treaty of Waitangi] and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

Position Title:	Health Care Assistant	
Department:	Outpatients	
Reports to:	Clinical Nurse Manager Primary Care + Outpatients/Infusions	
Key Relationships:	Internal: • Director of Nursing • Senior Medical Staff • Senior Nursing Staff • Heads of Departments • Clinical Nurse Managers	External: • General Public • Agencies and Government Agencies • Any other Service Providers
Role Purpose:	• To provide a high quality support services within Outpatients or departments as a member of the health care team under the direction and supervision of a Registered Nurse, Enrolled Nurse or Midwife. • To carry out clinical and non-clinical tasks in a professional manner. It may also include redeployment to another area or department to ensure adequate coverage. • To assist with Outpatients clinics and routine housekeeping within the Outpatient department. • Deal with enquiries courteously, promptly and direct enquiries to appropriate person if required.	
Objectives:	• To provide clinical + non-clinical assistance with all Outpatient clinics. Inclusive of all surgical related, all medical related, paediatric and orthopaedic clinics. • Changing full linen and rubbish bags as necessary. • Assist by refilling used items / consumables in their correct storage space. • Ensure there is enough clean linen. • Patients dignity and privacy must be respected at all times • Clear and effective communication skills	

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	• Ensure equipment and stock is available in good working order to meet the needs of the inpatients. • Assist with patient enquires. • Ensure that the store room and sluice rooms are clean and tidy at all times. • Assist orderlies or other staff take patients for diagnostic procedures • Learn and take on ward clerk duties as required • Be familiar with computers and software packages, including Word, Excel, Outlook and PowerPoint. • Adhere to all Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures • Undertake any special projects that may become apparent from time to time.
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KEY ACCOUNTABILITIES:

The Health Care Assistant is responsible for:

1. Health and Safety

Maintaining a high quality, safe and secure work environment by following relevant Te Whatu Ora, Te Tai o Poutini West Coast and divisional policies, protocols and standards.

The Health Care Assistant will be responsible for their own safety and will ensure that no action or inaction on their part will cause harm to any other person.

Support staff will abide by the Organisations Health and Safety Plan and will attend when required Health and Safety Training as appropriate. The support staff will also bring health and safety issues to the attention of the CNM or HOD in a timely manner.

2. Quality

Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.

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PERSON SPECIFICATION:

Qualifications & Experience
• Is computer literate • Level 3 HCA would be an advantage
Personal Attributes:
Mandatory Key behaviours: • Ability to “work together” in a collaborative manner • Ability to “work smarter” by being innovative and proactive • Accepts responsibility for actions

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

**Te Whatu Ora
Te Tai o Poutini West Coast**

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