

## Position Description

Employment Agreement:	DHB's/NZNO Nursing and Midwifery Multi-Employer Collective Agreement
Position Title:	<b>Health Care Assistant</b>
Location:	Southland / Otago
Reports to:	Manager
DHB Delegation Level:	N/A
Number of direct reports:	N/A
Date:	September 2021

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

### PURPOSE OF ROLE

The Health Care Assistant performs as a member of the health care team assisting with non-direct and direct patient care activities under the direction and delegation of a registered nurse or midwife.

### Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

<b>Organisational Competencies</b>	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Managing Diversity</b>	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hire variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
<b>Role Specific Competencies</b>	
<b>Priority Setting</b>	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks, creates focus.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

<b>KEY RELATIONSHIPS</b>	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
• Executive Director of Nursing and Midwifery	• Patients, Families and Whānau
• Directors of Nursing	• Community Members
• Associate Directors of Nursing	• Unions
• Directorate Leadership Team	
• Clinical Nurse Co-ordinators	
• Nursing Staff	
• Medical Staff	
• Allied Health Staff	
• Administration Staff	
• Southern DHB wide staff	
• Duty Manager(s)	

**KEY RESULT AREAS:**

<b>Key Accountabilities:</b>	<b>Example of successful delivery of duties and responsibilities</b>
<b>Professional Responsibility</b>	
Demonstrate responsibility, complying with DHB vision, purpose, values, policies and procedures.	
A reasonable level of fitness is required to cope with the demanding physical requirements of the job. The following denote the key physical requirements for the position: standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery / equipment, lifting, overhead reaching, carrying, pushing / pulling, twisting, climbing / balancing, crouching / squatting, manual handling of people, other reaching, and ability to participate in personal restraint if required.	<ul style="list-style-type: none"> <li>• Meets and maintains organisational mandatory requirements for Health Care Assistants</li> <li>• Attains and maintains area specific mandatory requirements and key accountabilities</li> <li>• Engages in appraisal systems with manager</li> <li>• Adhere to policies and procedures</li> <li>• Respect for others</li> <li>• Partakes in regular team meetings engaging in discussion</li> <li>• Presents self in a tidy and professional manner</li> </ul>

	<ul style="list-style-type: none"> <li>Adheres to policy – ID badge citing designation worn on person at all times</li> </ul>
<p><b>Management of Care</b></p> <p>Demonstrate responsibility with clinical and non-clinical activities within the ward/ unit environment with an understanding of the Code of Health &amp; Disability Services Consumer Rights and HIP Code and HDC.</p>	
<p>The Health Care Assistant is accountable for assisting with routine activities for patients under the direction and delegation from a registered nurse or midwife including attending to</p> <ul style="list-style-type: none"> <li>Personal hygiene</li> <li>Mobilising and position patients</li> <li>Assisting with nutritional needs</li> <li>Assisting with elimination</li> <li>Assisting with rehabilitation</li> <li>Answering call beds</li> <li>Participate in intentional rounding</li> <li>Patient watches</li> <li>Escorting patients who do not need a clinical handover</li> <li>Provides chaperone</li> <li>Contributing to falls prevention and rehabilitation strategies</li> <li>Attends patient handovers in clinical areas when appropriate or as directed</li> <li>The Health Care Assistant is accountable for assisting with non-direct patient care activities within the ward/ unit including</li> </ul> <p>Ordering Cleaning Restocking Tidying and checking of equipment including oxygen and suction Assigned administrative tasks Bed making Maintain relevant sluice, stores, kitchens and linen rooms Removing rubbish and linen Setting up isolation rooms and arranging terminal cleaning. Undertake fluid and morning and afternoon tea rounds as required Keep the ward tidy and bed spaces accessible Relevant monitoring activities for example fridge monitoring</p>	<ul style="list-style-type: none"> <li>Works within the job description confines</li> <li>Work under the direction and delegation of a registered nurse advising the registered nurse if they have not been trained for the activity and ensuring that they don't accept an activity if it is beyond their capabilities.</li> <li>Work under the direction and delegation of a registered nurse advising the registered nurse if they have concerns about the healthcare status of patients, non-patient related activities or environmental issues.</li> <li>Works productively to support the nursing team with clinical and non-clinical activities.</li> <li>Attends mandatory training workshops as determined by the organisation</li> </ul>
<p><b>Interpersonal Relationships</b></p> <p>To demonstrate effective interpersonal relationship skills.</p>	
<p>Welcomes patients to the ward Communicates effectively with patients and family/whanau and members of the health care team Maintains privacy and confidentiality in accordance with HDC Code, DHB policies and procedures etc. Behaves respectfully and with tolerance towards patients, colleagues and members of the wider healthcare team</p>	<ul style="list-style-type: none"> <li>Communicates in an appropriate and professional manner</li> <li>Privacy Act, Informed Consent and Code of Consumers' Rights adhered to</li> </ul>
<p><b>Inter-professional healthcare and quality improvement</b></p> <p>To participate as a team member and promote a collaborative environment.</p>	
<p>Is adaptable to the changing needs to the environment Collaborates and participates with colleagues and members of the health care team to support patient care</p>	<ul style="list-style-type: none"> <li>Engages in team and meetings as appropriate</li> <li>Demonstrates flexibility within a constantly changing environment</li> </ul>

Recognises and values the roles and skills of all members of the health care team in the delivery of care	<ul style="list-style-type: none"> <li>Forms productive working relationships with team members</li> </ul>
<b>Quality and Risk</b>	
<p>Can describe and demonstrate use and care of assistive and moving equipment</p> <p>Describing and applying safe manual handling principles and techniques</p> <p>Uses any equipment or supplies resourcefully and responsibly and reports any faulty or damaged equipment</p> <p>Have a good knowledge of Infection Prevention and Control measures and provides assistance to the team ie, setting up isolation rooms.</p>	<ul style="list-style-type: none"> <li>Demonstrates knowledge in procedures, e.g. fire</li> <li>Completes Fire, CPR, and manual handling training and updates regularly as required by DHB's policies and procedures. Identifies, takes appropriate action and promptly reports clinical, Occupational Safety &amp; Health and security incidents</li> <li>Evidence of assisting in the maintenance of ward equipment and where necessary, promptly reports unsafe or malfunctioning equipment</li> <li>Infection prevention and control representative in conjunction with a registered nurse</li> <li>Maintains standards for safety and hygiene</li> </ul>
<b>Self-Management</b>	
<p>Can manage own time but also responds to direction from the nursing team. Adopts a disciplined approach to establishing and following priorities of work.</p> <p>Engages in performance appraisal.</p>	<ul style="list-style-type: none"> <li>Relationships are developed and maintained with own peer group for support</li> </ul>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <li><i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li><i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li><i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

## CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

.....  
Employee

.....  
Date

.....  
Manager

.....  
Date

### Activities that a Health Care Assistant can perform with indirect supervision

- Wash down and make beds
- Keep cubicle/ bed space tidy
- Restocking and tidying in ward areas
- Check suction and oxygen equipment
- Answering the phone and taking messages from staff
- Help pack and unpack patients belonging on discharge/ admission
- Locating, moving and cleaning equipment
- Maintenance requests
- Reads patient notes/care plan for clinical HCA's where this is appropriate to support the model of care
- Attends handover for clinical HCA's where this is appropriate to support the model of care

### HCA activities whether working with a registered nurse or delegated by a registered nurse once the patient has been assessed by the registered nurse

- Shower/ bed bath a stable patient who requires minimal assistance or providing the second person assist due to high acuity or decreased mobility
- Personal cares such as hair grooming, teeth cleaning and facial shaves
- Apply anti DVT stockings
- Mobilise a patient who can get out of bed with minimal assistance and needs guidance only e.g. walking frame, stick
- Assist patients with toileting requirements
- Accompany patient who do not require a clinical handover
- Transferring, positioning or mobilising a patient using slide sheets, hoist and other moving equipment
- Basic life support and emergency management
- Document in patient notes. Registered nurse to countersign any documentation
- Assist a non-compromised patient with eating and drinking
- Apply pressure relieving mattress to the bed
- Measure adult and paediatric heights and weights
- Assist with baby bath
- Patient watches
- Intentional rounding

### Specific HCA activities directed and delegated by a registered nurse ensuring the principles of delegation are maintained which include that the HCA has the level of knowledge, skill and experience to perform the delegated activity. Specific training needs to have been provided to the HCA.

- Empty an indwelling catheter bag/ colostomy bag, measure, record and dispose of urine in a safe manner
- Auditing or monitoring for areas for example fridge monitoring, meter auditing
- Patient urinalysis testing
- Documenting on fluid balance charts
- Obtaining an MSU
- Urine HCGs
- Making up relevant area packs
- Glucose and urine meter quality control
- Changing oxygen cylinders

### Activities not to be delegated to an HCA

- Taking patients observations
- Administering medication nebulisers and oxygen
- Point of care testing- including blood glucose
- Touch or manage pumps used to administer fluid, medications or feeds. This includes silencing alarms or disconnecting them from patients
- Have patients allocated to them
- Assess, plan or evaluate care
- Wound or pressure dressings
- Discuss patient's condition with visitors or medical staff
- A HCA may not delegate a patient related task to another HCA or any other employee