

Position Description

Employment Agreement:	DHB's/NZNO Nursing and Midwifery Multi-Employer Collective Agreement
Position Title:	Health Care Assistant / Mental Health Assistant
Location:	Southland / Otago
Reports to:	Manager
DHB Delegation Level:	N/A
Number of direct reports:	N/A
Date:	August 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>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: 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 / Mental Health 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.

Organisational Competencies	
Customer Focus	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
Integrity and Trust	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.
Drive For Results	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.
Managing Diversity	The Health Care Assistant / Mental Health 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.
Role Specific Competencies	
Priority Setting	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.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
• Chief Nursing and Midwifery Officer	• 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)	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)		
Experience		
Knowledge and Skills		
Personal Qualities	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.	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Professional Responsibility Demonstrate responsibility, complying with DHB vision, purpose, values, policies and procedures.	
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Management of Care Demonstrate responsibility with clinical and non-clinical activities within the ward/ unit environment with an understanding of the Code of Health & Disability Services Consumer Rights and HIP Code and HDC.	
The Health Care Assistant / Mental Health Assistant is accountable for assisting with routine activities for patients under the direction and delegation from a registered nurse or midwife including attending to <ul style="list-style-type: none"> Personal hygiene Mobilising and position patients Assisting with nutritional needs Assisting with elimination Assisting with rehabilitation 	<ul style="list-style-type: none"> Works within the job description confines 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. 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.

<ul style="list-style-type: none"> • Answering call beds • Participate in intentional rounding • Patient watches • Escorting patients who do not need a clinical handover • Provides chaperone • Contributing to falls prevention and rehabilitation strategies • Attends patient handovers in clinical areas when appropriate or as directed • The Health Care Assistant / Mental Health Assistant is accountable for assisting with non-direct patient care activities within the ward/ unit including <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Works productively to support the nursing team with clinical and non-clinical activities. • Attends mandatory training workshops as determined by the organisation
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Interpersonal Relationships
To demonstrate effective interpersonal relationship skills.

<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"> • 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
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Inter-professional healthcare and quality improvement
To participate as a team member and promote a collaborative environment.

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Quality and Risk

<p>Can describe and demonstrate use and care of assistive and moving equipment Describing and applying safe manual handling principles and techniques Uses any equipment or supplies resourcefully and responsibly and reports any faulty or damaged equipment</p>	<ul style="list-style-type: none"> • Demonstrates knowledge in procedures, e.g. fire • Completes Fire, CPR, and manual handling training and updates regularly as required by DHB's policies and procedures. Identifies, takes appropriate action and
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<p>Have a good knowledge of Infection Prevention and Control measures and provides assistance to the team ie, setting up isolation rooms.</p>	<p>promptly reports clinical, Occupational Safety & Health and security incidents</p> <ul style="list-style-type: none"> • Evidence of assisting in the maintenance of ward equipment and where necessary, promptly reports unsafe or malfunctioning equipment • Infection prevention and control representative in conjunction with a registered nurse • Maintains standards for safety and hygiene
Self-Management	
<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. Engages in performance appraisal.</p>	<ul style="list-style-type: none"> • Can manage own time but also responds to direction from the nursing team. Adopts a disciplined approach to establishing and following priorities of work. • Engages in performance appraisal.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<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"> • You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> • <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. • <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. • <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. • <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. 	<ul style="list-style-type: none"> • You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025. • You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. • You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. • You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues. • Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.

- *Partnership:* Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.

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:

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Employee

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Date

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Manager

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Date