

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Outpatient Assistant			
Reports to	Charge Nurse Manager			
Location	Southland Hospital			
Department				
Direct Reports	N/a		Total FTE	N/a
Budget Size	Opex	N/a	Capex	N/a
Delegated Authority	HR	N/a	Finance	N/a
Date	December 2024			
Job band (indicative)				

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

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It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

- The Outpatient 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.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Professional Responsibility Demonstrate responsibility, complying with DHB vision, purpose, values, policies and procedures.	<p>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.</p> <ul style="list-style-type: none"> • Meets and maintains organisational mandatory requirements for Health Care Assistants • Attains and maintains area specific mandatory requirements and key accountabilities • Engages in appraisal systems with manager • Adhere to policies and procedures • Respect for others • Partakes in regular team meetings engaging in discussion • Presents self in a tidy and professional manner • Adheres to policy – ID badge citing designation worn on person at all times
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.	<p>The Outpatient 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"> • May Provide chaperone in Department / unit /ward • Weighs and takes heights of all children having appointments • Ensures all toys are clean, checked for damage, mending, safety in consulting rooms, playroom, reception treatment room and outreach • Tidies clinic rooms and attends to changes of linen • Ensures clinic rooms are stocked with appropriate equipment <p>The Outpatient Assistant is accountable for assisting with non-direct patient care activities within the ward/ unit including</p> <ul style="list-style-type: none"> • Cover breaks for reception as required • Putting away stores on delivery • 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. • 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.	<ul style="list-style-type: none"> • Welcomes patients to the Department / unit /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 • 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
Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation's strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast

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	<ul style="list-style-type: none"> Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Matters which must be referred to the reporting manager

- 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

Relationships

External	Internal
<ul style="list-style-type: none"> Patients, Families and Whānau 	<ul style="list-style-type: none"> Executive Director of Nursing and Midwifery Directors of Nursing Associate Directors of Nursing Directorate Leadership Team Clinical Nurse Co-ordinators Nursing Staff Medical Staff Allied Health Staff Administration Staff

	<ul style="list-style-type: none"> Southern DHB wide staff Duty Manager(s)
<ul style="list-style-type: none"> Community Members 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Unions 	<ul style="list-style-type: none">

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose, and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty and integrity

Activities that a Outpatient 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

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

- 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

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

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Employee

Date

Manager

Date