



Capital & Coast
District Health Board
ŪPOKO KI TE URU HAUORA

Role Description

Position: **Health Care Assistant – Staff Support**

Service / Directorate: **Neonatal Intensive Care Unit (NICU)
Surgery Women and Children’s Directorate**

Responsible to: **Charge Nurse Manager**

Our Mission:

Together, Improve the Health and Independence of the People of the District

Our Vision

Better Health and Independence for People, Families, and Communities

Our Values:

- *Innovation*
- *Action*
- *A focus on People and Patients*
- *Living the Treaty*
- *Professionalism through Leadership, Honesty, Integrity and Collaboration*
- *Excellence through Effectiveness and Efficiency*

Context

Organisational perspective

The Capital and Coast District Health Board (C&CD HB) covers a region extending from Wellington to Otaki. It comprises key delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital (opened in March 2009); a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o-Porirua; and Kapiti Community Hospital. The total operating budget for the provider arm is approximately \$570M.

There is an ongoing change programme begun in 2008 to resolve HHS performance with a target of achieving performance in the top five District Health Boards and a break even operating result.

We are focused on improving the health of our local people, families and communities – and reducing inequalities within our population. To support this we will ensure:

- integrated delivery of services backed by sound infrastructure
- financial and clinical viability of services, facilities and support
- a “culture” that supports health improvement and addresses disability needs locally and across our region
- the development of clinical leadership
- regional collaboration

Priorities in the current year for HHS are:

- Workforce – being an employer of choice, and developing research and education within the organisation
- Primary, secondary and regional and national collaboration
- Focus on infrastructure to support clinical work
- Clinical Governance
- Continuing devolution of authority

Directorate perspective

The key areas of focus for the Surgery, Women and Children's Directorate are:

- To implement a productive operating theatre model that captures efficiencies and delivers highest levels of service.
- The establishment of sustainable nursing models within the in-patient wards and the redevelopment of the paediatric facilities.
- Prove clinical efficiencies and the effectiveness of clinical supply use across the whole Directorate
- To lead expanded collaboration with Hutt Valley and Wairarapa DHBs to establish wider regional clinical services.
- To ensure in the expenditure areas of Nursing Labour, Medical Labour and Management/Administration Labour that we are within benchmark of our peer DHBs.

Service perspective

The multidisciplinary team in Children's Health is dedicated to ensuring that care of the infant/child/young person and family is paramount. The Service provides an integrated mix of inpatient/outpatient/day patient and domiciliary services for infants, children and young people from a wide range of backgrounds and ethnicities from birth up to sixteen years of age. Services are delivered in Wellington and Kenepuru Hospitals, Puketiro Centre, Kapiti Health Centre, out reach clinics and the infants and children's own homes.

The Children's Health Service comprises inpatient cots/beds of up to 90 infants, children and young people (51 Paediatrics, 40 NICU). This service encompasses a Neonatal Intensive Care Unit with a dedicated homecare team. There are two inpatient wards, one for children of 5 years and under, and one for children 6 years and over which includes the Regional Oncology Service. The ambulatory service includes a Children's Acute Assessment Unit, Day Stay Ward, Paediatric Outpatient Service and a Community Paediatric Nursing Team in Wellington, an Acute Assessment and Outpatient facility at Kenepuru, and Outpatient clinics at Kapiti. Children's Health also includes a Child Development Team and the Regional Genetics Service.

NICU

Level III Neonatal Intensive Care Services are provided for the central region of New Zealand including a 24-hour Infant Retrieval Service. Level II Neonatal Services are provided for the Wellington Metropolitan and Kapiti / Porirua areas. A neonatal Homecare Service provides transition nursing support for infants in the Capital & Coast catchment area. NICU also has responsibility for provision of a telephone consultation service to the region and provides education and consultation to level II referral units.

Home support and advice is provided for families domiciled in Wellington and telephone advice/support for families/health professionals outside Wellington. The service comprises home visits seven days/weekly and Monday-Friday duties in the Neonatal Intensive Care Unit preparing families for discharge.

Role perspective:

This role supports the medical and nursing/midwifery team by maintaining non nursing/midwifery and administrative tasks which allow the staff to focus on delivery of patient/family care in service area.

Purpose of the role

To provide assistance to the health care team with non nursing/midwifery tasks. To support delivery of services for patients and families under the direct supervision of the registered nurse/midwife. To maintain and develop positive relationships and to work in partnership with other team members.

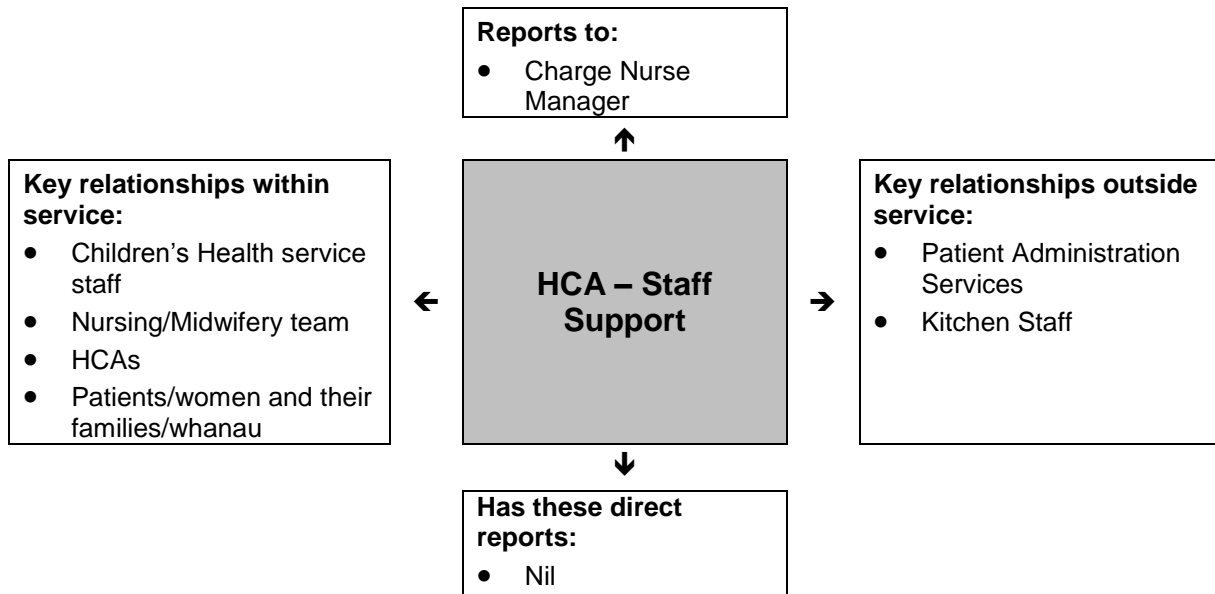
Key Accountabilities

Refer to Appendix A for a detailed task list

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
1. Preparation and Cleaning of Equipment and Rooms	<ul style="list-style-type: none"> • Complete daily stock take of equipment and supplies. • Stock equipment trays and trolleys. • Organise cleaning, sterilizing and checking of equipment. • Prepare the theatre room, the clinical treatment room and/or sluice room. • Clean and wipe down patient rooms and equipment (when preparing for the next patient). • Respect and provide privacy and dignity to patients/ families. 	<ul style="list-style-type: none"> • Stock take completed daily in a timely manner. • Correct equipment is restocked as required. • Equipment and rooms prepared and cleaned and sterilized to the required standard. • Patient and family privacy and confidentiality are maintained. • Promote good public relations through positive interaction with patients, families, visitors and all other health care professionals.
2. Housekeeping Activities	<ul style="list-style-type: none"> • Check medical imprest and linen supply records are accurate and maintained at adequate levels. • Change the linen and make beds. • Empty rubbish, biohazard, linen and destruction bags/bins. • Work with team to keep unit / ward and service areas clean and tidy. 	<ul style="list-style-type: none"> • The unit / ward is adequately stocked. • Supplies are unpacked on day of delivery. • Can produce evidence of imprest supply and records. • Economic and efficient use is made of hospital supplies. • Bed and bed space is ready for patient admission. • A safe and clean environment for patients and staff is maintained.
3. Kitchen Duties	<ul style="list-style-type: none"> • Stock fridge and clean kitchen. • Load and unload the dishwasher. • Deliver meals and collect meal trays from patients. • Make up and check meal lists. • Order meals from the kitchen. 	<ul style="list-style-type: none"> • Kitchen cleaned and stocks maintained. • Meal lists completed accurately and in required timeframe. • The correct meals are ordered and delivered to patients according to set timeframe. • Ensure patients are greeted and are always treated with courtesy and dignity.
4. Administration	<ul style="list-style-type: none"> • Assist with general administration such as filing, photocopying, restocking of pamphlets and faxing as requested. • Answer phones and takes messages as required. • Provide cover of the Ward Clerk role (when Ward Clerk on meal breaks) by attending to visitors and other inquiries. 	<ul style="list-style-type: none"> • Filing completed in a timely manner. • Take complete and accurate telephone messages. • Refers queries and requests to the appropriate health professional in a timely fashion.

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
5. Training and Development	<ul style="list-style-type: none"> • Attends appropriate C& C DHB training. • Participate in staff training sessions Infection Control, CPR, Fire and Manual Handling. • Guidance is sought in all situations for which training has not been given. 	<ul style="list-style-type: none"> • Completes all required training sessions. • Demonstrate understanding of the job description. • Know his/her own limitations and works within these.
6. Continuous Quality Improvement	<ul style="list-style-type: none"> • Actively contribute to Continuous Quality Improvement activities within the service. 	<ul style="list-style-type: none"> • Identifies improvement opportunities and notifies the manager of these. • Participates in the service's quality improvement activities. • Provides good patient / client service and is responsive to patient / client requests or complaints. • Complies with standards and works to improve patient / client satisfaction.
7. Risk Minimisation	<ul style="list-style-type: none"> • Actively contributes to risk minimisation activities within the service. 	<ul style="list-style-type: none"> • Identifies risks and notifies the manager of these. • Participates in the service's risk minimisation activities. • Complies with C&C DHB Reportable Events policy and other policies and procedures. • Participates in audits.
8. Health and Safety	<ul style="list-style-type: none"> • Complies with responsibilities under the Health & Safety in Employment Act 1992. 	<ul style="list-style-type: none"> • Has read and understood the health and safety policy and procedures. • Actively supports and complies with health and safety policy and procedures. • Uses protective clothing and equipment. • Actively participates in the hazard management and identification process. • Proactively reports and remedies any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Integrity and Trust	<ul style="list-style-type: none">• 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 her/himself for personal gain.
Taking Responsibility	<ul style="list-style-type: none">• Is results focussed and committed to making a difference.• Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.• Adjusts work style and approach to fit in with requirements.• Perseveres with tasks and achieves objectives despite obstacles.• Is reliable - does what one says one will.• Consistently performs tasks correctly - following set procedures and protocols.
Quality and Innovation	<ul style="list-style-type: none">• Provides quality service to those who rely on one's work.• Looks for ways to improve work processes - suggests new ideas and approaches.• Explores and trials ideas and suggestions for improvement made by others.• Shows commitment to continuous learning and performance development.
Cultural Skills	<ul style="list-style-type: none">• Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua.• Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.• Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.• Accesses resources to make sure culturally appropriate and language appropriate services are provided.
Communication	<ul style="list-style-type: none">• Practises active and attentive listening.• Explains information and gives instructions in clear and simple terms.• Willingly answers questions and concerns raised by others.• Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.• Is confident and appropriately assertive in dealing with others.• Deals effectively with conflict.
Teamwork	<ul style="list-style-type: none">• Develops constructive working relationships with other team members.• Has a friendly manner and a positive sense of humour.• Works cooperatively - willingly sharing knowledge and expertise.

Competency	Behaviours
	<p>with colleagues.</p> <ul style="list-style-type: none"> • Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. • Supports in word and action decisions that have been made by the team. • Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.

Other aspects of capability not covered by the above competencies

a. Knowledge and Experience:

- Previous hospitality experience desirable
- Previous experience in a health care setting desirable

b. Someone well-suited to the role will place a high value on the following:

- Willing to contribute to the overall team
- Flexibility and adaptability
- Good interpersonal skills
- Effective time management skills and ability to prioritise

Capital and Coast District Health Board (C&C DHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

C&C DHB is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

Appendix A: Task List

Morning Shift

1. Tidy staff room, stock milk, sugar, milo, tea and coffee. Empty dishwasher
2. Clean incubators, cots and clinical equipment
3. Collect washing from each clinical room and process
4. Stock linen warmers (x 2)
5. Stock gowns' trolley
6. Restock all procedure trolleys
7. Stock parent's lounge/kitchen with milk, tea, coffee, sugar and tea towels (x 3)
8. Empty dishwasher (x 4)
9. Put away linen from trolley (x2) and empty to the two cupboards
10. Stock the linen cupboard for parents.
11. Stock men's towels
12. Stock nurses towels
13. Put Milton bottles in dishwasher and wash milk silver trays. Wash baby milk trays daily
14. Check temperature on fridges
15. Change expressing tubings and wipe down expressing pumps x 13
16. Check the discharged mother's container in expressing room and clean it
17. Sort out white containers and 7 day bagged stock
18. Make splints
19. Ring for blood cultures bottles (extension 5712)
20. Environmental cleaning as per schedule
21. Check for additional tasks with ACNM each day

Afternoon Shift

1. Report to Co-ordinator in charge. Check communication book to see if any morning tasks still need to be done
2. Remove woollen washing from machine and hang on clothes rack
3. Collect babies' washing from rooms and start a washing load.
4. Stock linen warmer (x2) and gowns' trolley
5. Check/tidy parent's kitchen and staff kitchen
6. Empty dishwasher (x 4)
7. Stock linen cupboard for parents
8. Wash incubators – take each incubator apart and wash with hot soapy water inside and out. Dry each incubator and put it back together and return it to equipment room. Plug in the incubators so they can warm and are ready to use when needed – 33c.
9. Sort out white containers and 7 day bagged stock
10. Make splints