ROLE DESCRIPTION

POSITION: Health Care Assistant

SERVICE: Kenepuru Dialysis Unit
Renal Service
Medicine, Cancer and Community Directorate

RESPONSIBLE TO: Service Leader Renal

MISSION:
“Together, Improve the Health and Independence of the People of the District”

VALUES:

Innovation
Action
A focus on People and Patients
Living the Treaty
Professionalism (Leadership, Honesty, Integrity & Collaboration)
Excellence (Effectiveness/Efficiency)
BACKGROUND

Organisation perspective
The Capital and Coast District Health Board (C&C DHB) 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 mental health unit at Kenepuru Community Hospital 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

Service Perspective

The Renal Service is part of the Medicine, Cancer and Community Directorate.

The service provides a full renal service for acute and chronic renal disease to most of the central region of New Zealand. This includes outpatient consultations, inpatient services, renal transplant services and a thorough pre dialysis service. The service maintains a strong focus and commitment to home based dialysis, both peritoneal and haemodialysis. A satellite centre at and the Incentre dialysis unit at Wellington hospital service the increasing demand for assisted haemodialysis.

Dialysis

Incentre haemodialysis treatment is provided in two facilities –

The hospital haemodialysis unit is located on Level 5, main hospital building, and operates 7 days a week from 0700 – 2230 hours.

The 10 station unit provides haemodialysis services for patients with acute and chronic renal failure, on both an inpatient and outpatient basis. A number of patients are on permanent incentre haemodialysis treatment, while others are waiting for home training or home patients who are inpatients.

Haemodialysis treatment is also provided in the intensive care unit (ICU), cardiac care unit (CCU), and cardiac high dependency area.

The Kenepuru Dialysis Unit (KDU) which is located on the Kenepuru Hospital campus, opened in March 2014. The new 24 station unit at Kenepuru has 20 stations operational and is where stable and generally independent patients can receive haemodialysis treatment in a supportive environment.
The satellite unit operates 7 days a week from 0700 – 2230 hours.

Close links are maintained with the hospital dialysis unit, and the registered nurses are an integrated team who work across both the areas on a rotational basis.

This HCA role is to cover the Kenepuru Dialysis Unit to support and assist with service delivery

### PURPOSE

To provide assistance to the health care team as required, to ensure a high level of service delivery is maintained at all times.

### RELATIONSHIPS

- Dialysis unit nursing staff
- Other renal service staff
- Patients/clients & families
- Health Care Team
- Non clinical support services
- Orderlies
- Other clinical areas

### EXPERIENCE

Previous experience in a health setting is desirable and hospitality service experience would be an advantage.

### SKILLS

- Good oral and written English and communication skills
- Effective time management skills
- A commitment to customer service and a positive attitude to work
- Ability to be flexible and adaptable
- Ability to work under direction but also carry out tasks independently
- Ability to work under stress and respond to a variety of changing situations
- Basic computer literacy
# ACCOUNTABILITIES

<table>
<thead>
<tr>
<th>Accountabilities</th>
<th>Performance Indicators</th>
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<tbody>
<tr>
<td><strong>Support patient care under the direction and supervision of a Registered Nurse (RN)</strong></td>
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<tr>
<td>- Assist nursing staff to achieve appropriate patient care within scope of practice</td>
<td>Provides timely assistance to RN in the delivery of patient care</td>
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<td>- Answer patient call bells and respond to simple requests or locate a RN as required</td>
<td>Reports back to RN promptly, objectively and accurately</td>
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<td>- Report any patient care issues/concerns to the RN</td>
<td>Patient and family privacy and confidentiality are maintained</td>
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<tr>
<td>- Respect and provide privacy and dignity to patients/ families</td>
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<tr>
<td>- Know own limitations and works within these</td>
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<tr>
<td><strong>Unit Activities</strong></td>
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<tr>
<td>- Maintain a safe environment for patients and ensures all areas of the unit are tidy and stocked</td>
<td>Trolleys are well stocked</td>
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<tr>
<td>- Complete the duties and tasks as outlined in the daily and weekly Task List</td>
<td>All areas of the unit are tidy before the end of shift</td>
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<tr>
<td>- Economic and efficient use is made of hospital supplies</td>
<td>Dialysis machines, chairs and tables are appropriately cleaned following each treatment</td>
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<tr>
<td>- Work with team to keep unit and service areas clean and tidy</td>
<td>Dialysis station is ready for the next patient</td>
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<tr>
<td>- Dialysis machines are stripped and washed after each patient treatment as per unit protocol</td>
<td>Take complete and accurate telephone messages</td>
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<tr>
<td>- Prepares the dialysis station in readiness for the next patient</td>
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<tr>
<td>- Ensures required supplies are readily available on the unit trolleys</td>
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<td>- Ensures equipment is cleaned as per task list</td>
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<td>- Assist nursing team as required answering phones, and attending to visitors and other inquiries</td>
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<td>- Assist with filing, photocopying and faxing as requested</td>
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<td>- Makes hot beverages for patients as directed</td>
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<tr>
<td><strong>Communication</strong></td>
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<tr>
<td>- Promote good public relations through positive interaction with patients, families, visitors and all health care professionals</td>
<td>Assisting patients and families with queries and referring on to appropriate team member</td>
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<tr>
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<td>Queries and requests are referred to the</td>
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- Ensure patients are greeted and are always treated with courtesy and dignity while in the unit

Is consistently courteous and polite in all communications

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<th>Training and Development</th>
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<td>Attends appropriate CCDHB training</td>
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<td>Know own limitations and works within these</td>
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<tr>
<td>Participate in staff training sessions within the unit as appropriate</td>
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<tr>
<td>Guidance is sought in all situations for which training has not been given</td>
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Attains core training within time frames specified in CCDHB policy

Is proactive in identifying personal training needs

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<th>Continuous Quality Improvement</th>
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<tr>
<td>Actively contribute to Continuous Quality Improvement activities within the unit</td>
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Identifies improvement opportunities and notifies the line manager of these

Participates in unit quality improvement activities

Provides good patient service and is responsive to patient’s requests or complaints

Complies with standards and works to improve patient satisfaction

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<th>Risk Minimisation</th>
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<td>Actively contributes to risk minimisation activities within the unit.</td>
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<td>Proactively reports faults or damage to equipment, furniture and environment</td>
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Identifies risks and notifies the line manager of these

Participates in the unit’s risk minimisation activities

Complies with CCDHB Reportable Events policy and other policies and procedures

Maintains checks of emergency equipment as per set unit schedule

Accurate reporting of issues on BEIMS

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<th>Health and Safety</th>
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<td>Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</td>
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Has read and understood 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
COMPETENCIES

Commitment to Health and Independence Improvement Goals

- Is committed to the values and goals of CCDHB.
- Is committed to continuous learning and performance development.
- Encourages the development of all team members.

Teamwork

- Develops and maintains positive relationships and works in partnership with other team members.
- Develops rapport and builds networks of constructive working relationships with key people.
- Effectively uses team dynamics and individual operating styles to build team processes and strengths.
- Shares knowledge and works cohesively with the team.

Innovation

- Is innovative in the development of business initiatives and projects.
- Is proactive and motivated and responds positively to new challenges and opportunities.
- Develops new and/or more effective work processes and systems through lateral thinking and creativity.

Work Approach

- Is results focused and committed to making a difference.
- Plan and organise own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected.
- Adjusts work style and approach to fit in with requirements.
- Focuses on quality improvement and customer satisfaction.
- Perseveres with tasks and achieves objectives despite obstacles.
- Demonstrates reliability and punctuality in attendance to work.

Communication

- Listens with a preparedness to understand.
- Is confident and appropriately assertive in dealing with others.
- Deals effectively with conflict.

Partnership with Maori

- Understands the Principles of Te Tiriti o Waitangi and how these apply within the context of health service provision.
• Applies the notion of partnership and participation with Maori within the workplace and the wider community.
• Promotes and participates in targeted Maori health initiatives by which Maori health gains can be achieved.
• Implements strategies that are responsive to the health needs of Maori.

C&C DHB may change the position description with the agreement of the position holder as the needs of the business change.

Approved by_____________________ Signed_____________________
(please print name)

Date_______________________