



# Capital & Coast District Health Board

ŪPOKO KI TE URU HAUORA

## Role Description

*Nau mai, haere mai ki Ūpoko ki te uru hauora*

<b>Position:</b>	Health Care Assistant
<b>Service / Directorate:</b>	Dialysis Unit, Renal Service / Medicine, Cancer and Community Directorate
<b>Responsible to:</b>	Service Leader Renal

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### Our Mission:

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

### Our Vision

*Keeping our community healthy and well.*

### 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

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## Context

### Organisational perspective

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We're a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua, a Forensic, Rehabilitation and Intellectual Disability Hospital. MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

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## Position Purpose and Unit Perspective

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

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.

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 24 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 Wellington Dialysis Unit to support and assist with service delivery.

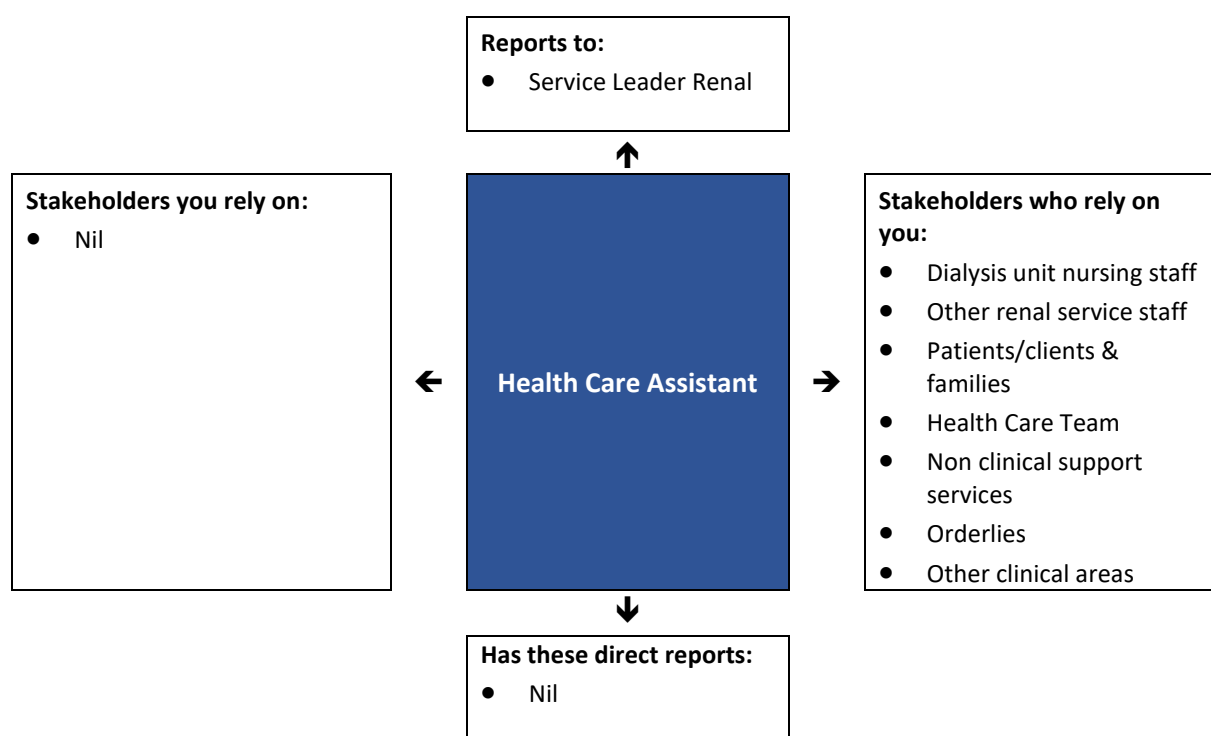
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## Key Accountabilities

Key Accountability	Deliverables / Outcomes
1. Support patient care under the direction and supervision of a Registered Nurse (RN)	<ul style="list-style-type: none"><li>Assist nursing staff to achieve appropriate patient care within scope of practice</li><li>Answer patient call bells and respond to simple requests or locate a RN as required</li><li>Report any patient care issues/concerns to the RN</li><li>Respect and provide privacy and dignity to patients/ families</li><li>Know own limitations and works within these</li></ul>
2. Unit Activities	<ul style="list-style-type: none"><li>Maintain a safe environment for patients and ensures all areas of the unit are tidy and stocked</li><li>Complete the duties and tasks as outlined in the daily and weekly Task List</li><li>Economic and efficient use is made of hospital supplies</li><li>Work with team to keep unit and service areas clean and tidy</li><li>Dialysis machines are stripped and washed after each patient treatment as per unit protocol</li><li>Prepares the dialysis station in readiness for the next patient</li><li>Ensures required supplies are readily available on the unit trolleys</li><li>Ensures equipment is cleaned as per task list</li><li>Assist nursing team as required answering phones, and attending to visitors and other inquiries</li><li>Assist with filing, photocopying and faxing as requested</li><li>Makes hot beverages for patients as directed</li></ul>
3. Communication	<ul style="list-style-type: none"><li>Promote good public relations through positive interaction with patients, families, visitors and all health care professionals</li><li>Ensure patients are greeted and are always treated with courtesy and dignity while in the unit</li></ul>

<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>
<b>4. Training and Development</b>	<ul style="list-style-type: none"> <li>• Attends appropriate CCDHB training</li> <li>• Know own limitations and works within these</li> <li>• Participate in staff training sessions within the unit as appropriate</li> <li>• Guidance is sought in all situations for which training has not been given</li> </ul>
<b>5. Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Actively contribute to Continuous Quality Improvement activities within the unit</li> </ul>
<b>6. Risk Minimisation</b>	<ul style="list-style-type: none"> <li>• Actively contributes to risk minimisation activities within the unit.</li> <li>• Proactively reports faults or damage to equipment, furniture and environment</li> </ul>
<b>7. Health and Safety</b>	<ul style="list-style-type: none"> <li>• Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> </ul>

## 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
<b>Commitment to Health and Independence Improvement Goals</b>	<ul style="list-style-type: none"><li>• Is committed to the values and goals of CCDHB.</li><li>• Is committed to continuous learning and performance development.</li><li>• Encourages the development of all team members.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Develops and maintains positive relationships and works in partnership with other team members.</li><li>• Develops rapport and builds networks of constructive working relationships with key people.</li><li>• Effectively uses team dynamics and individual operating styles to build team processes and strengths.</li><li>• Shares knowledge and works cohesively with the team.</li></ul>
<b>Innovation</b>	<ul style="list-style-type: none"><li>• Is innovative in the development of business initiatives and projects.</li><li>• Is proactive and motivated and responds positively to new challenges and opportunities.</li><li>• Develops new and/or more effective work processes and systems through lateral thinking and creativity.</li></ul>
<b>Work Approach</b>	<ul style="list-style-type: none"><li>• Is results focussed and committed to making a difference.</li><li>• Plan and organise own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected.</li><li>• Adjusts work style and approach to fit in with requirements.</li><li>• Focuses on quality improvement and customer satisfaction.</li><li>• Perseveres with tasks and achieves objectives despite obstacles.</li><li>• Demonstrates reliability and punctuality in attendance to work.</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Listens with a preparedness to understand.</li><li>• Is confident and appropriately assertive in dealing with others.</li><li>• Deals effectively with conflict.</li></ul>
<b>Partnership with Maori</b>	<ul style="list-style-type: none"><li>• Understands the Principles of Te Tiriti o Waitangi and how these apply within the context of health service provision.</li><li>• Confidential Page 7 18/02/2019</li><li>• Applies the notion of partnership and participation with Maori within the workplace and the wider community.</li><li>• Promotes and participates in targeted Maori health initiatives by which Maori health gains can be achieved.</li><li>• Implements strategies that are responsive to the health needs of Maori.</li></ul>

## Essential Experience and Capability

### a. Knowledge and Experience:

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

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

- 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

***Ma tini, ma mano, ka rapa te whai***  
***By joining together we will succeed***

Capital and Coast District Health Board (CCDHB) 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.

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