Position Description

Position	Health Care Assistant
Team / Service	Ward 3 Acute Frailty Unit, Acute Health of Older Persons
Group	Community, Allied Health and Older Adult
District	Capital, Coast & Hutt Valley
Responsible to	Charge Nurse Manager
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Wellington Hospital Ward 3 Acute Frailty Unit. From time to time as part of Variance Response you may be required to work in other areas.

Te Whatu Ora

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:

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

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
Mana motuhake	Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
Mana tāngata	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
Mana Māori	Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

Te Mauri o Rongo

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora 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 Māori cultural practices.

We are 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.

Team/Service Perspective

The Acute Health of the Older Person (AHOP) service manages frail older patients that require assessment, treatment and discharge from Wellington Hospital. The geriatric model of care, aims to direct patients promptly onto the appropriate pathway. Avoiding deconditioning, ensuring early discharge planning and rehabilitation. This is provided by frequent medical review and providing care in an environment that facilitates physical and cognitive functioning and shorter length of stays.
The Wellington AHOP service has four teams:

- The Emergency Department team
- Ward 3 - The Acute Frailty Unit (AFU)
- Consult geriatric and Kenepuru Hospital Triage Team
- The Ortho-Geriatric team.

Ward 3 - Acute Frailty Unit (AFU) is an inpatient unit with 12-14 beds available. Of those 12-14 beds approximately 10 are used for admission under the AHOP service. The other 4 are inpatient beds under General Medicine. The Acute Frailty unit provides 24 hours a day, 7 days a week services that focuses on timely assessment, diagnosis and acute treatment planning of frail patients with a wide range of medical conditions. All of the patients admitted into this area benefit from a model of care that focuses on reducing hospital harm. This is achieved by a short length of stay, an interdisciplinary model of care that prevents patients deconditioning. The treatment plans include expected date of discharge and clinical criteria for discharge that can be facilitated by the Ward Nurses. Patients who are identified to benefit from rehabilitation or longer period of treatment at KPH will be identified early in their admission. Collaboration with Nurse Manager and nurse educators at the Kenepuru hospital is essential in ensuring a whole of system response to care of the frail elderly.

Ward 3 (AFU) uses a Collaborative Nursing Model to provide enhanced patient care by:

• More efficient use of nursing resources
• Improved communication between the different members of the multi-disciplinary team
• Improved support for staff new to an area of practice
• Improved capacity to effectively utilise different skills within the nursing team.

A collaborative nursing model is a model of care delivery based on collaboration where an appropriately skilled nurse takes responsibility for leading a team. The team can accommodate different levels of nurses working together with a shared goal, to meet the comprehensive holistic care needs of a group of patients. The aim of the Collaborative Nursing Model is to utilise and develop the skills of the nurses to the fullest extent by providing a supportive learning environment. Clear guidelines and communication and reporting structures are required to enable the team to function efficiently. A Collaborative Nursing Model is based on the principles of teams and teamwork. This model is focused on the care of a variety of adult patient groups including older adults with increased supervision needs and those experiencing delirium.

Purpose of the role

The HCA contributes to the successful operation of the nursing/ midwifery team by collaborating and working alongside the Inter-disciplinary team, Registered Nurse (RN) or Midwife (RM) to meet the patient/client needs. They will assist with delegated patient care, cleaning and undertake housekeeping or clerical functions. The Health Care Assistant may also be required to undertake a specific area of responsibility, as assigned by their manager.

As an unregulated healthcare worker, the Health Care Assistant (HCA) works under the direction and delegation of a Registered Nurse (RN) or Midwife (RM) and will only be delegated tasks that do not require specialised nursing/midwifery knowledge, judgement or skill. The HCA will remain responsible for their actions, while the RN or RM is accountable for the delegation decision, assessment and evaluation of outcomes. The HCA will receive training to complete specific tasks within defined boundaries according to the service areas requirements.

Quality practice and improved patient safety is an important part of this role.

The HCA is expected to contribute to the implementation of District and nursing goals and values and to promote Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Accountabilities

Health Care Assistance (HCA) are legally accountable for their actions and accountable to their employer. They must have the appropriate skills and knowledge to undertake activities, and be working within policy and direction and delegation of a Registered Nurse or Midwife. They must be careful not to lead health consumers to believe they are a nurse when undertaking aspects of nursing care (Nursing Council of New Zealand 2011).

In this Role Description the terms person or patient are used to refer to those who use health services which in different settings may be referred to as tangata whaiora, health consumer or client.

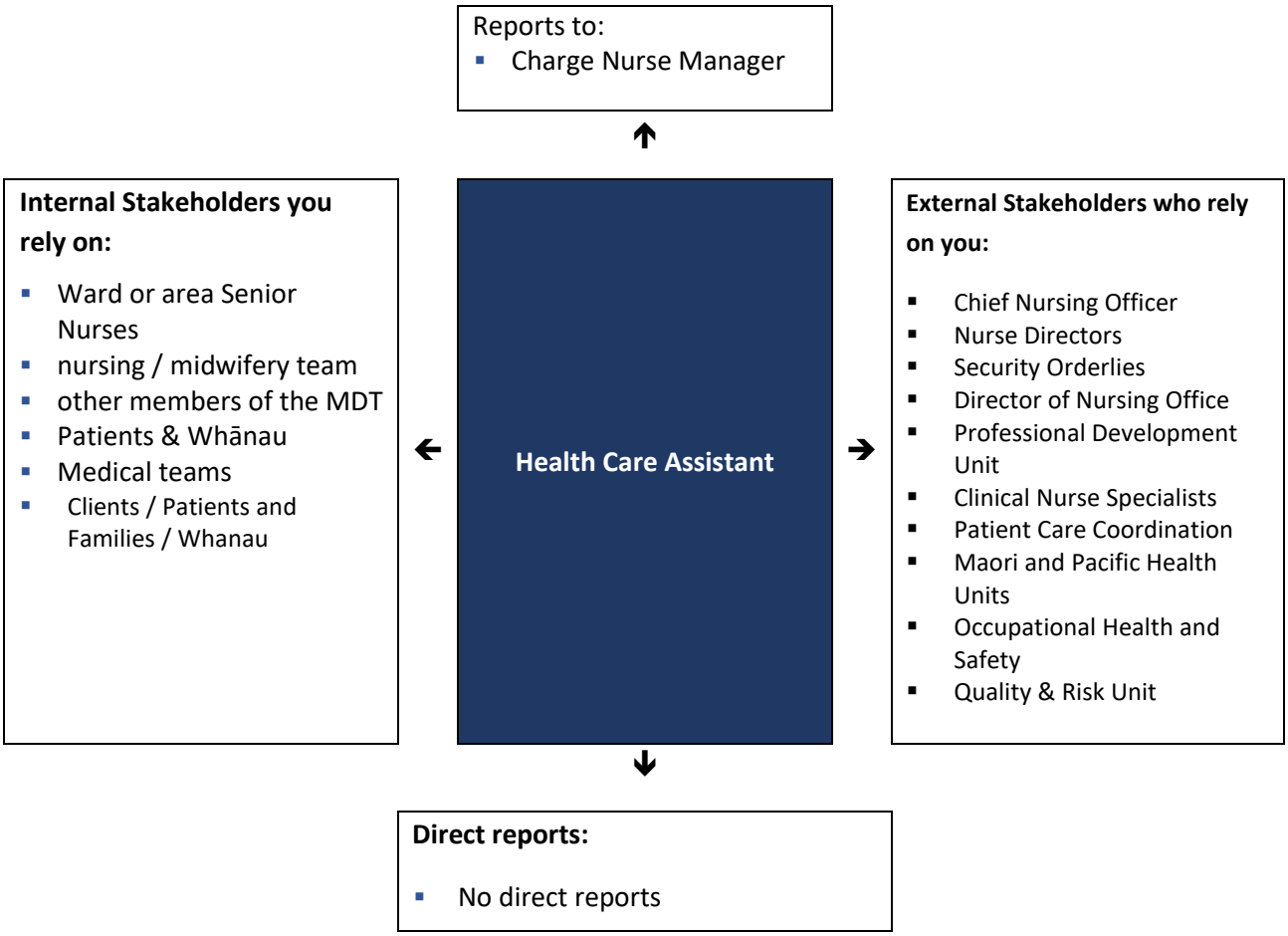
Key accountabilities	Deliverables / Outcomes
1. General accountabilities and principles of practice	▪ Works under direction and delegation of a Registered Nurse or Midwife; ▪ Accepts responsibility for actions and decisions within level of skills and knowledge; ▪ Ensures they do not undertake activities requiring nursing knowledge, judgment and skill such as assessing, planning and evaluating patient care, patient health teaching and counselling, administering medications, or delegating tasks to others; ▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct; ▪ Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights); ▪ Applies the Districts policies and processes and contributes to a culture of safe practice; ▪ Responds to the changing needs of the District, performing other tasks as required;

Key accountabilities	Deliverables / Outcomes
	▪ Conducts self in a responsible and professional manner ; ▪ Demonstrates reliability and punctuality in attendance to work.
2. Mātauranga Māori and Te Tiriti O Waitangi	▪ Demonstrates knowledge and understanding of Te Tiriti O Waitangi; ▪ Applies and promotes principles of Te Tiriti O Waitangi within practice; ▪ Demonstrates respect for Tikanga Maori values; ▪ Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work; ▪ Aware of available services and resources to make sure culturally appropriate and language appropriate services are provided for patients and whanau; ▪ Attends approved organisational Tikanga Māori workshops.
3. Cultural safety and Equity focus	▪ Champions equality and diversity in the workplace; ▪ Demonstrates awareness, sensitivity and respect of others acknowledging and responding to each person's individual and cultural need(s) regardless of ability, ethnicity, gender or sexual orientation; ▪ Communication skills show respect for peoples individual and different cultural and communication needs; ▪ Demonstrates respect and kindness to patients and their whanau; ▪ Recognises inequities in health outcomes and works to address these.
4. Supports the team to deliver effective patient care	▪ Promotes good public relations through positive interactions, ensuring patients are greeted and are always treated with courtesy while receiving care; ▪ Gives priority to the needs of patients, maintaining their dignity and privacy; ▪ Supports nurses and midwives by assisting them to undertake activities and procedures as requested; ▪ Provides directed delivery of activities of daily living (ADLs) for patients e.g. toileting, mobilisation, personal hygiene tasks, assistance with feeding, meal and beverage delivery and positioning, as directed and in accordance with accepted moving and handling practices; ▪ Undertakes patient supervision and related care activities (observation and engagement) under direction of RN/RM; ▪ Answer patients' and/or family/whanau queries and responds to simple requests or locates appropriate team member to pass a message as required; ▪ Follows instructions and passes on relevant information to RN/RM; ▪ Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes; ▪ Shows adaptability to changing circumstances within workplace; ▪ Follows transmission based precautions at all times.

Key accountabilities	Deliverables / Outcomes
5. Administration support (as required)	▪ Performs reception and greeting functions in a professional manner; ▪ Answers telephone with customer focus, ensuring phone messages are accurate and passed on appropriately and in a timely manner; ▪ Collates patient forms, labels and/or files, in anticipation of patient admissions/discharge as required.
6. Environmental support	▪ Works with team to maintain a safe, clean and functional environment for patients and staff by regularly cleaning and tiding all areas. For example: ○ Cleaning sluice room and treatment areas; ○ Bed making, assembling patient bed spaces for admission and discharge; ○ Assembling and dismantling of procedure trolleys; ○ Restocking and putting away unused consumables/equipment; ○ Cleaning and maintenance of equipment; ○ Disposing waste; ○ Linen management; ○ Maintaining and cleaning tearoom and fridge; ○ Unpacking and putting away bulk stores as they arrive. ▪ Checking supplies, reordering and restocking as required: ○ Maintaining stock levels by bed spaces or in clinic rooms and clinical trolleys as guided by service task lists (area is adequately but not over stocked); ○ Using District supplies in an economic and efficient way; ○ Monitoring stock levels and advising the Charge / Clinical Nurse/Midwife Manager (CN/MM) when numbers vary; significantly from the par level.
7. Establishes and maintains effective interpersonal relationships with patients and team by working and communicating effectively and professionally	▪ Undertakes effective communication at all times and seeks or clarification if unsure; ▪ Has ability and willingness to act as a 'buddy' / support / resource person for the orientation of new and existing staff; ▪ Demonstrates an understanding of the different roles of the members of the health care team; ▪ Links with RN / RM on a regular basis throughout the course of the duty and communicates discrepancies, problems or concerns to a RN /RM in a timely manner; ▪ Attend and contributes to team meetings, clinical debriefing, in-service education and quality improvement; ▪ Demonstrates adherence to appropriate personal boundaries; ▪ Uses appropriate language to context; ▪ Discussions concerning patients are restricted to appropriate settings and relevant members of the team.
8. Shows commitment to personal development and ability to perform their role	▪ Accepts accountably for actions; ▪ Completes and maintains organisational mandatory learning and competency requirements within specified time frames; ▪ Seeks instruction when presented with unfamiliar situations; ▪ Identifies learning needs and seeks learning opportunities proactively;

Key accountabilities	Deliverables / Outcomes
	▪ Contributes to annual appraisal and identifies learning needs.
9. Health and Safety	▪ Ensures that health and safety practice meets the requirements of Health and Safety at work legislation; ▪ Applies the District policies and processes and contributes to a culture of safe practice; ▪ Supports and complies with health and safety policy and procedures including use of protective clothing and equipment as required. Participates in hazard management and identification process, and is proactive when reporting and remedying of any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

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	▪ 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	▪ 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	▪ 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	▪ 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	▪ 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.

Competency	Behaviours
Teamwork	▪ 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 with colleagues. ▪ 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.

Experience and Capability

A. Essential Qualifications / Accreditations / skills and experience:

- Health and Wellbeing: Health Assistance Level 3 or equivalent or prepared to complete within specified timeframes
- first year nursing and 4th medical education

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

- Previous experience in a health care setting desirable
- A friendly, caring and empathetic manner
- The ability to act calmly and quickly in emergencies
- The ability to follow instructions
- Good communication skills
- The ability to deal with sickness and distressing medical situations
- Commitment to Te Tiriti o Waitangi
- Living the District values
- Delivering an exemplary standard of care
- Innovation and critical thinking
- Commitment to sustainable practice

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