

## Position Description

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<b>Position</b>	Health Care Assistant
<b>Team / Service</b>	Children's Ward
<b>Directorate</b>	Woman's and Children's Health Service
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Clinical Nurse Manager, Children's Ward
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Children's Ward, Hutt Campus. From time to time as part of Variance Response you may be required to work in other areas.

## Te Whatu Ora

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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

## Context

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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.

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

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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.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

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

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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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.

## Children's Ward Perspective

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Hutt Children's Ward provides service to Medical Surgical patients. Also being the regional service for Paediatric Burns & Plastics and Paediatric Rheumatology patients. Generally it is at its busiest in the winter months.

Inpatient facility has 16 bed capacity plus 3 beds in the children's Assessment Unit (CAU). Approximately over 2000 children per year are seen and cared for in Hutt Children's Ward.

## Purpose of the role

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The Health Care Assistant (HCA) role is to meet the needs of people and whanau accessing our services. Quality improvement and patient safety is an important part of this role. The HCA contributes to successful operation of the nursing/midwifery team by collaborating and working alongside the inter-disciplinary team, Registered Nurses (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 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 skills. 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

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Health care Assistant (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, who in different settings may be referred to as tangata whaiora, health consumer or client.

Key accountabilities	Deliverables/Outcomes
<p><b>1. General accountabilities and principles of practice</b></p>	<ul style="list-style-type: none"> <li>▪ Works under direction and delegation of a Registered Nurse or Midwife;</li> <li>▪ Escalates concerns or matters beyond their delegation to a registered Nurse or manager as appropriate;</li> <li>▪ Accepts responsibility for actions and decisions within level of skills and knowledge;</li> <li>▪ Ensures they do not undertake activities requiring nursing knowledge, judgement and skill such as assessing, planning and evaluating patient care, patient health teaching and counselling, administering medications, or delegating tasks to others;</li> <li>▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct;</li> <li>▪ Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights)'</li> <li>▪ Applies the Districts policies and processes and contributes to a culture of safe practice;</li> <li>▪ Responds to the changing needs of the District, performing other tasks as required;</li> <li>▪ Conducts self in a responsible and professional manner;</li> <li>▪ Demonstrates reliability and punctuality in attendance to work.</li> </ul>
<p><b>2. Mātauranga Māori and Te Tiriti O Waitangi</b></p>	<ul style="list-style-type: none"> <li>▪ Demonstrates knowledge and understanding of Te Tiriti O Waitangi;</li> <li>▪ Applies and promotes principles of Te Tiriti O Waitangi within practice;</li> <li>▪ Demonstrates respect for Tikanga Māori values;</li> <li>▪ Shows an awareness of gaps in, and desire to increase, cultural knowledge and inter-cultural practice relevant to one's work;</li> <li>▪ Aware of available services and resources to make sure culturally appropriate and language appropriate services are provided for patients and Whānau;</li> <li>▪ Attends approved organisational Tikanga Māori workshops.</li> </ul>
<p><b>3. Cultural safety and Equity focus</b></p>	<ul style="list-style-type: none"> <li>▪ Champions equality and diversity in the workplace;</li> <li>▪ 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;</li> <li>▪ Communication skills show respect for people's individual and different cultural and communication needs;</li> <li>▪ Demonstrates respect and kindness to patients and their Whānau;</li> <li>▪ Recognises inequities in health outcomes and works to address these.</li> </ul>
<p><b>4. Supports the team to deliver effective patient care</b></p>	<ul style="list-style-type: none"> <li>▪ Promotes good public relations through positive interactions, ensuring patients are greeted and are always treated with courtesy while receiving care;</li> </ul>

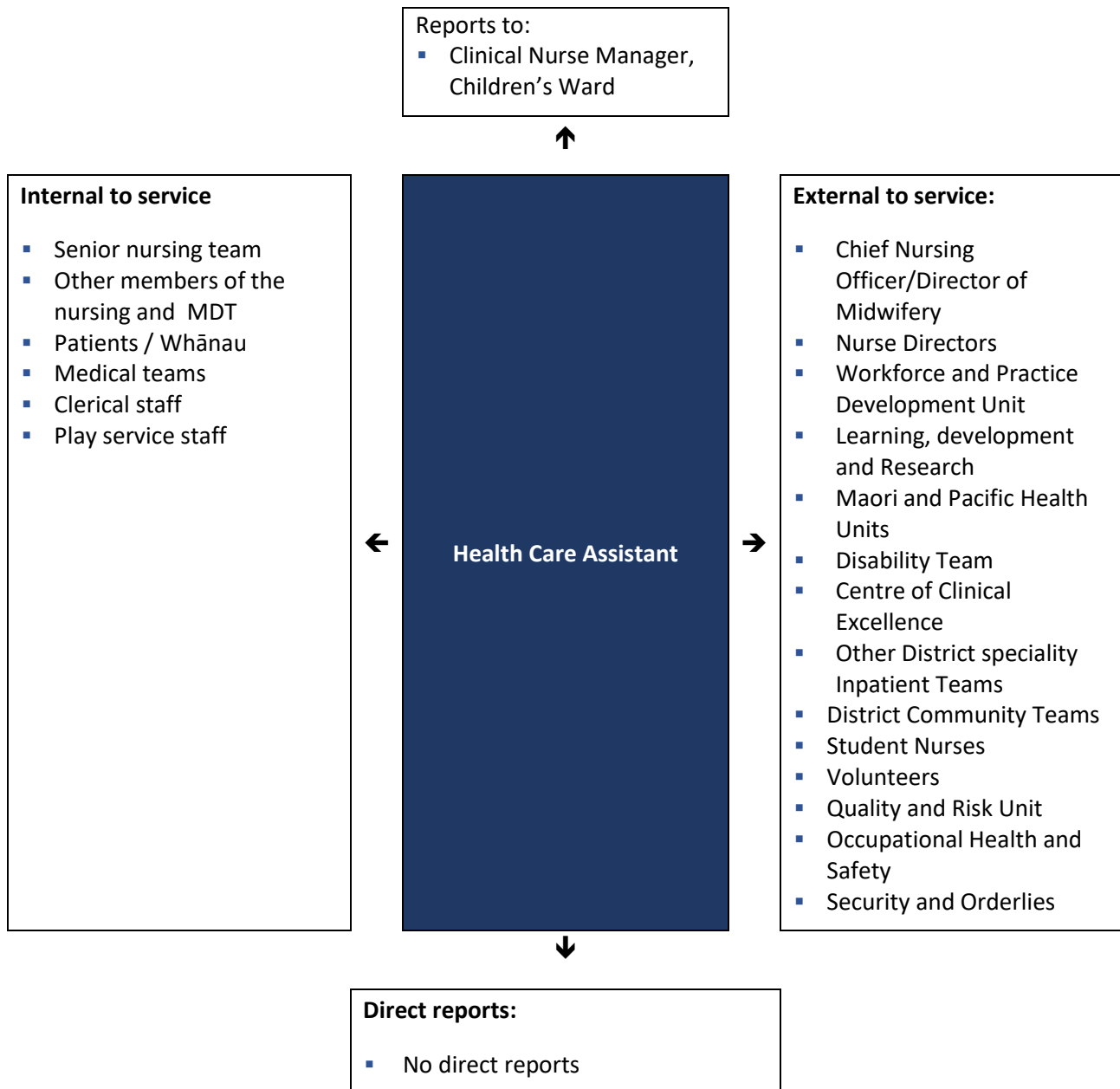
Key accountabilities	Deliverables/Outcomes
	<ul style="list-style-type: none"> <li>▪ Gives priority to the needs of the patients, maintaining their dignity and privacy;</li> <li>▪ Supports nurses and midwives by assisting them to undertake activities and procedures as requested;</li> <li>▪ Provides directed 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;</li> <li>▪ Undertake patient supervision and related care activities (observation and engagement) under the direction of RN/RM;</li> <li>▪ Answer patients and family/Whanau queries and responds to simple requests or locates appropriate team member to pass a message as required;</li> <li>▪ Follows instructions and passes on relevant information to RN/RM;</li> <li>▪ Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes;</li> <li>▪ Shows adaptability to changing circumstances within workplace;</li> <li>▪ Follows transmission based precautions at all times.</li> </ul>
<p><b>5. Administration support</b></p>	<ul style="list-style-type: none"> <li>▪ Performs reception and greeting functions in a professional manner;</li> <li>▪ Answers telephone with customer focus, ensuring phone messages are accurate and passed on appropriately and in a timely manner;</li> <li>▪ Collates patient forms, labels and/or files, in anticipation of patient admission/discharge as required;</li> <li>▪ Input patient data on computer, using hospital patient management systems.</li> </ul>
<p><b>6. Environmental support</b></p>	<ul style="list-style-type: none"> <li>▪ Works with the team to maintain a safe, clean and functional environment for patients and staff by regularly cleaning and tidying all areas. For example <ul style="list-style-type: none"> <li>○ Cleaning Sluice room, parents room, staff kitchen and treatment areas;</li> <li>○ Bed making, assembling patient bed spaces for admission and discharge;</li> <li>○ Tidying of the equipment room;</li> <li>○ Restocking and putting away unused consumables/equipment;</li> <li>○ Disposing waste;</li> <li>○ Maintaining and cleaning tearoom and fridge;</li> <li>○ Unpacking and putting away bulk stores as they arrive.</li> </ul> </li> <li>▪ Checking supplies, reordering and restocking as required: <ul style="list-style-type: none"> <li>○ Maintaining stock levels by bed spaces or in treatment room, disposal room and outside each room and clinical trolleys as guided by service task lists (areas is adequately but not over stocked;</li> </ul> </li> </ul>

Key accountabilities	Deliverables/Outcomes
	<ul style="list-style-type: none"> <li>○ Using district supplies in an economic and efficient way;</li> <li>○ Monitoring stock levels and advising the Charge/Clinical Nurse/Midwife manager (CNM/MM ) when numbers vary significantly from the par level.</li> </ul>
<p><b>7. Establishes and maintains effective interpersonal relationships with patients and team by working and communicating effectively and professionally</b></p>	<ul style="list-style-type: none"> <li>● Undertakes effective communication at all times and seeks or clarification if unsure;</li> <li>● Has ability and willingness to act as a “buddy”/support/resource person for the orientation of new and existing staff;</li> <li>● Demonstrates understanding of the different roles of the members of the health care team;</li> <li>● 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;</li> <li>● Attend and contributes to team meetings, clinical debriefing, in- service education and quality improvement;</li> <li>● Demonstrates adherence to appropriate personal boundaries;</li> <li>● Uses appropriate language to context;</li> <li>● Discussions concerning patients are restricted to appropriate settings and relevant members of the team.</li> </ul>
<p><b>8. Shows commitment to personal development and ability to perform their role</b></p>	<ul style="list-style-type: none"> <li>● Accepts accountability for actions;</li> <li>● Completes and maintains organisational mandatory learning and competency requirements within specifies time frames;</li> <li>● Seeks instructions when presented with unfamiliar situations;</li> <li>● Identifies learning and seeks learning opportunities proactively</li> <li>● Contributes to annual appraisal and identifies learning needs.</li> </ul>
<p><b>9. Health and Safety</b></p>	<ul style="list-style-type: none"> <li>● Ensures that health and safety practice meets the requirements of Health and Safety at work legislation;</li> <li>● Applies the District policies and processes and contributes to a culture of safe practice;</li> <li>● 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.</li> </ul>



## Key Relationships & Authorities

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## Capability Profile

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

Competency	Behaviours
<b>Team work</b>	<ul style="list-style-type: none"> <li>▪ Collaborates with fellow team members and work groups to achieve service objectives</li> <li>▪ Seeks out opportunities to support others in achieving goals</li> <li>▪ Recognises and respects individual differences</li> <li>▪ Actively contributes to and accepts consensus decisions</li> </ul>
<b>Commitment to Kawa Whakaruruhau</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates understanding and application of the principles of Te Tiriti O Waitangi   Treaty of Waitangi in nursing practice</li> <li>▪ Works towards achieving equitable health outcomes for Māori</li> <li>▪ Supports tangata whenua/mana whenua led change to deliver mana motuhake in the design, delivery and monitoring of health care</li> <li>▪ Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity</li> <li>▪ Supports the expression of hauora Māori models of care and mātauranga Māori</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>▪ Commits to helping all of our people to achieve equitable health outcomes</li> <li>▪ 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</li> <li>▪ Supports the dismantling of policies, procedures and practices that cause inequity</li> <li>▪ Supports Māori-led responses</li> <li>▪ Supports Pacific-led responses</li> <li>▪ Supports Disability-focused responses</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>▪ Sets high personal standards and strives to achieve goals</li> <li>▪ Is proactive and displays initiative</li> <li>▪ Is resilient and able to adapt to change</li> <li>▪ Understands and acknowledges personal and professional limitations</li> <li>▪ Ability to work to deadlines to achieve outcomes</li> </ul>
<b>Communication/Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates compassion</li> <li>▪ Empathises with others and considers their needs and feelings</li> <li>▪ Actively listens, drawing out information and checking understanding</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Communicates information effectively and accurately, both orally and in writing. Adjusts style to the recipients and considers their frame of reference</li> </ul>
<b>Professionalism</b>	<ul style="list-style-type: none"> <li>▪ Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct.</li> <li>▪ Is aware of professional boundaries</li> <li>▪ Shows courtesy, respect, caring for people and their whānau in all aspects of nursing practice</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>▪ Ability to flex within the scope of Registered Nurse practice to meet the changing needs of people and their whānau and the population</li> <li>▪ Responds positively and collegially, to requests for help from other team members</li> </ul>

## Experience and Capability

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### Essential Professional Qualifications / Accreditations / Registrations skills and experience

- Demonstrates 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 the nursing role
- A commitment to achieving equitable outcomes for Māori
- A personal commitment to on-going learning and development including attainment/maintenance of PDRP

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

- Commitment to Te Tiriti o Waitangi
- Living the District values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

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