

## Position Description

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**Position** Health Care Assistant

**Team / Service** Women's Health Service

**Directorate** Women's and Children's

**District** Capital, Coast & Hutt Valley

**Responsible to** Midwife 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 Hutt Hospital

## 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.

## Team/Service Perspective

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The Women's Health Service provides Maternity, Obstetric, and Gynaecology care as associated support services on an acute or elective, inpatient, day patient or outpatient basis. Maternity services provide for approximately 1800 births at Hutt Hospital.

## Purpose of the role

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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.

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.

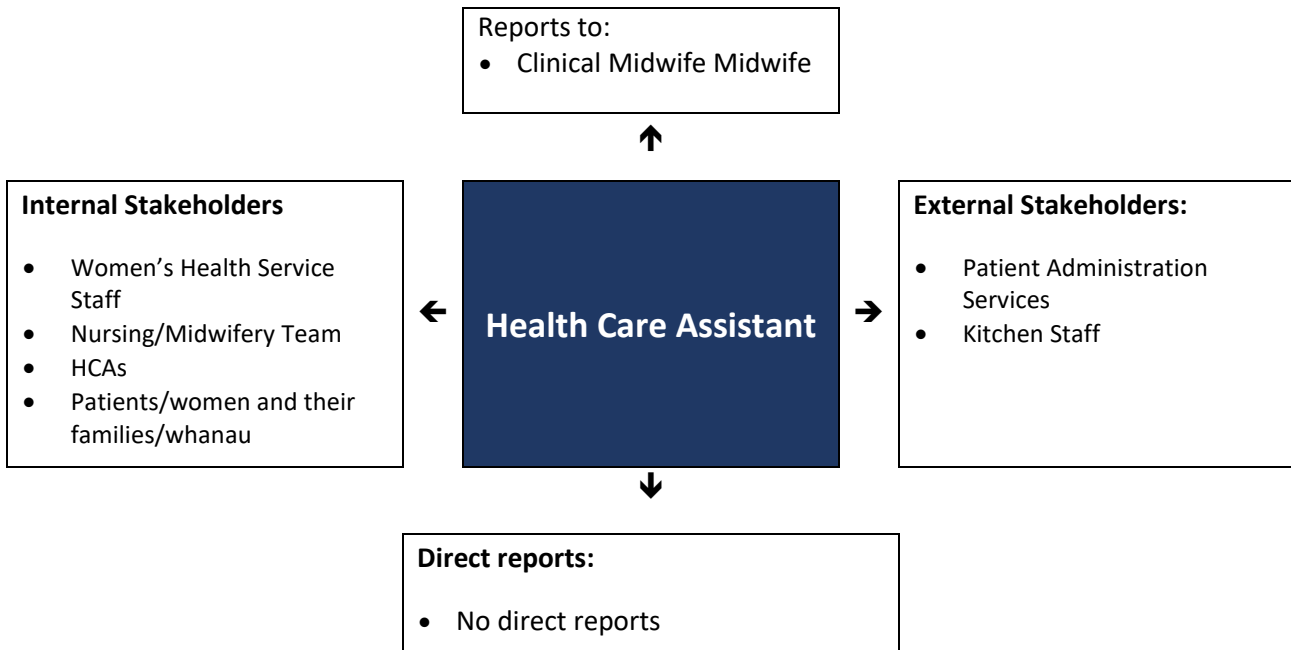
## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<b>Welcoming and safe environment</b>	<ul style="list-style-type: none"> <li>• Welcomes new patients and notifies midwife/ nurse of arrival.</li> <li>• Visitors will be helped to locate the patients.</li> <li>• The appropriate midwife/nurse will be located to deal with any questions relating to the patient's condition.</li> <li>• Patients, staff and visitor areas kept clean, tidy, free of obstacles and replenished with equipment.</li> <li>• All rooms are kept tidy with extraneous equipment removed and stored appropriately.</li> <li>• In the evening rooms are cleared of surplus equipment on settling of patients, articles in corridors are put to one side of the corridor to minimise obstacles for the night shift.</li> <li>• Tidy unit, litter is dealt with appropriately and obstacles are removed and properly stored.</li> <li>•</li> </ul>
<b>Birth / Postnatal rooms</b>	<ul style="list-style-type: none"> <li>• All birthing rooms cleaned/steam cleaned, restocked and tidied after birth or discharge</li> <li>• Clean and restock birth trollies</li> <li>• Beds cleaned and made up ready for new admissions.</li> <li>• Beds are rearranged for new patients as directed by midwifery/nursing staff.</li> </ul>
<b>Ward efficiency</b>	<ul style="list-style-type: none"> <li>• The CMM or senior member of staff is kept informed of any messages that may impact on the running of the unit.</li> <li>• Requests for equipment repair and maintenance are made promptly after appropriate approval is sort.</li> </ul>
<b>Responsiveness</b>	<ul style="list-style-type: none"> <li>• Ability to be flexible, and have an awareness of when to ask for assistance.</li> <li>• Willingly accepts guidance from midwifery/nursing staff and responds to requests for help.</li> <li>• Responds to call bells and meets requests if able or relays requests to appropriate staff.</li> </ul>
<b>Linen and supplies</b>	<ul style="list-style-type: none"> <li>• Clean linen and supplies are stacked neatly on trolleys and shelves.</li> <li>• Dirty linen is placed in linen bags; full bags are tied up and placed in the appropriate place.</li> </ul>

Key accountabilities	Deliverables / Outcomes
<b>Hygiene</b>	<ul style="list-style-type: none"> <li>• Careful handwashing between patients and especially prior to food and fluid service.</li> <li>• Standard precautions will be used.</li> <li>• Soiled articles will be cleaned/disposed of correctly as per Standard Precautions policy.</li> </ul>
<b>Meal Distribution</b>	<ul style="list-style-type: none"> <li>• Food/fluids are prepared and handled hygienically.</li> <li>• Meals are given to the right patient. Be aware of any special orders or needs for any patients.</li> <li>• Kitchen and enquiries are notified of any changes in patient status and discharges promptly.</li> </ul>
<b>Transport patient as directed.</b>	<ul style="list-style-type: none"> <li>• May transport stable patients to other departments.</li> <li>• Pack up and transfer patient belongings</li> </ul>
<b>Clerical duties</b>	<ul style="list-style-type: none"> <li>• Answer ringing phones.</li> <li>• Polite manner whilst on phone.</li> <li>• Messages conveyed correctly.</li> <li>• Restocking and ordering of supplies as required to maintain stocks of equipment and stationery</li> <li>• Collates patient notes if required</li> </ul>
<b>Dignity and Privacy</b>	<ul style="list-style-type: none"> <li>• No embarrassment to patients will occur due to undue exposure or discussion of themselves or other patients.</li> <li>• Patients' right to privacy is respected in all situations demonstrating an understanding of the intent of the Privacy Act.</li> <li>• Questions relating to patients' condition/progress must be dealt with by midwifery/nursing staff.</li> </ul>
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Actively contribute to Continuous Quality Improvement activities within the service.</li> </ul>
<b>Risk Minimisation</b>	<ul style="list-style-type: none"> <li>• Actively contributes to risk minimisation activities within the service</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>• Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>• Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Complies with all responsibilities under the Health &amp; Safety at Work Act 2015</li> <li>• Actively support and ensure compliance with Health &amp; Safety policy and procedures</li> </ul>

## 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
<b>Interpersonal Savvy &amp; Integrity</b>	<ul style="list-style-type: none"> <li>Is widely trusted</li> <li>Is seen as a direct, truthful individual</li> <li>Can present the unvarnished truth in an appropriate and helpful manner</li> <li>Keeps confidences</li> <li>Admits mistakes</li> <li>Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>Is results focussed and committed to making a difference.</li> <li>Plans and organises work, 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>Perseveres with tasks and achieves objectives despite obstacles.</li> <li>Is reliable - does what one says one will.</li> <li>Consistently performs tasks correctly - following set procedures and protocols</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has a friendly manner and a positive sense of humour.</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>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.</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality service to those who rely on one's work.</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>Explores and trials ideas and suggestions for improvement made by others.</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>
<b>Cultural Skills</b>	<ul style="list-style-type: none"> <li>Words and actions show an understanding of the implications of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua.</li> <li>Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.</li> <li>Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.</li> <li>Accesses resources to make sure culturally appropriate and language appropriate services are provided.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening.</li> <li>Explains information and gives instructions in clear and simple terms.</li> <li>Willingly answers questions and concerns raised by others.</li> <li>Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>Is confident and appropriately assertive in dealing with others.</li> <li>Deals effectively with conflict.</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & 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

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

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.