

## Role Description

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

<b>Position:</b>	<b>Health Care Assistant</b>
<b>Service / Directorate:</b>	<b>Mental Health Service Older Persons /Mental Health, Addictions &amp; Intellectual Disability Service</b>
<b>Responsible to:</b>	<b>Relevant Team Leader</b>
<b>Hours of Work:</b>	<b>Full-time/Part-time Positions, rostered and rotating</b>
<b>Location(s):</b>	<b>Mental Health Services Older Persons, Inpatient Team, Te Whare Ra Uta</b>

The Vision, Mission Statements and Values of each of the three DHBs are highly congruent.

Wairarapa DHB Vision:	"Well Wairarapa - Better health for all"
Hutt Valley DHB 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.
Capital & Coast DHB Vision:	Better Health and Independence for People, Families and Communities.

Wairarapa DHB Mission:	To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.
Hutt Valley DHB Mission:	Working together for health and wellbeing Our mission demonstrates the Hutt Valley DHB's commitment to a cooperative way of working. This includes staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community.
Capital & Coast DHB Mission:	Together, Improve the Health and Independence of the People of the District.
Wairarapa DHB Values:	Respect – whakamana tangata; integrity – mana tu; self-determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga.

<b>Hutt Valley DHB Values:</b>	'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.
<b>Capital &amp; Coast DHB Values:</b>	Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency.

## Context

### Wairarapa DHB

Wairarapa District Health Board (DHB) is located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital in Masterton, serving a population of around 40,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

### Hutt Valley DHB

The Hutt Valley District Health Board (DHB) is a hospital and health provider in the Hutt Valley, located 20 minutes from Wellington.

Hutt Valley DHB provides secondary and tertiary, nursing and surgical hospital services along-side community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds. Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

### Capital and Coast DHB

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises 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; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o-Porirua; and Kapiti Community Hospital.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

### Service perspective:

The hospital and health services of the DHBs provide a range of services, one such group of services includes Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans three DHBs - Wairarapa, Hutt Valley and Capital and Coast DHB's -and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the 3DHB sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Te Tahuhu and the Mental Health Blueprint for Mental Health Services in New Zealand to guide and direct service design, delivery, development, and review

- Intellectual Disability High and Complex Framework
- Te Tiriti o Waitangi as the founding document of Aoteroa/New Zealand.

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

**Role perspective:**

The Health Care Assistant (HCA) is part of the unregulated health workforce and therefore must always work under direction and/or delegation of a Registered Nurse (RN). The HCA role is task-specific and has defined boundaries. The HCA is part of a collaborative health care team; they assist the RN to meet the patient/client needs when it is appropriate for the RN to delegate aspects of care to a trained unregulated healthcare role. The HCA contributes to the successful operation of the nursing team, understands and applies the Code of Rights and Consumer Code of Health.

All HCAs will undertake a programme of study towards the Level 3 National Certificate in Health and WellBeing Support or the NZQA Level 4 National Certificate in Mental Health Support Work. The RN may delegate aspects of the patient/client care activities to HCAs when the work does not require professional nursing knowledge, judgement and skill. The HCA must seek guidance and supervision when needed. The HCA may also be allocated service activities or duties that contribute to the service function and delivery. HCA working hours will be decided by the clinical area and may include rostered and rotating shifts depending on the area of practice. Specific training will be provided to ensure the HCA has appropriate skills according to the employer and service expectations.

The HCA gives and receives feedback on their performance in an annual performance appraisal with the manager. Recognition of advancing level of skill /knowledge is incorporated into the NZ Nurses' Organisation (NZNO) Multi-Employer Collective Agreement (MECA). There are two levels - known as 'Merit Steps'. Steps One and Two have a monetary allowance paid on successful completion of a pre-determined set of criteria. HCAs may apply for Merit Step One or Two depending on their level of skill / knowledge. Merit Step criteria are included in the next section of this Role Description, where HCA accountabilities are described in five categories.

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**Purpose of the role**

To provide assistance to the health care team, by focusing on the patient's comfort and performing delegated patient care duties, including completing personal cares and service activities as required.

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**Key Accountabilities**

<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators / Measures</b>
<b>1. Performance Review – Mandatory for all HCA's Principles of Practice</b>	<ul style="list-style-type: none"><li>• Knows and adheres to the boundaries of the HCA role</li><li>• Knows and adheres to the principles of direction and delegation</li><li>• Demonstrate reliability and punctuality in attendance to work</li><li>• Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights).</li><li>• Promote good public relations through positive interaction with patients, families, visitors and all other health care professionals.</li></ul>	<ul style="list-style-type: none"><li>• Ensures they <u>do not</u> 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.</li><li>• Refers issues outside of boundaries of HCA role to RN</li><li>• Demonstrates knowledge and understanding of the direction and delegation policy</li><li>• Manager's feedback</li><li>• Demonstrates knowledge and understanding of the Code of Rights</li><li>• Assisting patients, families with queries and referring on to appropriate team member. Refers queries and requests to the appropriate health professional in a timely fashion</li></ul>
<b>Support Patient / Client Care</b>	<ul style="list-style-type: none"><li>• Actively listens to patients and other staff to ensure care and tasks are completed correctly.</li><li>• Respect and provide privacy, confidentiality and dignity to patients/families.</li><li>• Provide directed delivery of normal general activities of daily living (ADLs) for stable patients e.g. toileting, mobilisation. Activities such as showers/washes, shaves, oral cares, assistance with feeding and positioning usually applies to the inpatient setting or community district nursing patient only.</li><li>• Support nurses by directly assisting them to undertake activities</li><li>• Answer patients' and/or family/whanau queries and respond to simple requests or locate a RN as required.</li></ul>	<ul style="list-style-type: none"><li>• Follows instructions and passes on relevant information to RN</li><li>• Follows C&amp;C DHB privacy policy and code of conduct</li><li>• Reports back to the RN when tasks completed</li><li>• Reports back to RN promptly, objectively and accurately</li><li>• Team feedback</li></ul>

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
<p><b>Manage service activities or duties (tasks)</b></p>	<ul style="list-style-type: none"> <li>• In patient areas only: Undertake patient supervision and related care activities (watches) under direction of RN.</li> <li>• Follow allocated <b>activities or duties (task)</b> lists</li> <li>• Maintains a safe, clean and functional environment for patients</li> <li>• Work with team to keep environment and service areas clean and tidy</li> <li>• Clean equipment as directed by a RN.</li> <li>• Maintain stock levels by bed spaces or in clinic rooms and clinical trolleys as guided by service task lists.</li> <li>• Economic and efficient use is made of hospital/DHB supplies.</li> <li>• Team support functions e.g. answering phones, attending to visitors and other inquiries.</li> <li>• Assisting with administrative tasks as required, e.g. filing, photocopying and faxing</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks completed in a timely manner</li> <li>• Environment is uncluttered and welcoming for patients</li> <li>• Area is clean and tidy.</li> <li>• Team feedback</li> <li>• Area is adequately and not over stocked.</li> <li>• Supply levels of stock are monitored and the Team Leader is advised when stock numbers vary significantly from the par level. Supplies are used appropriately.</li> <li>• Team feedback, phone messages are accurate; manner is professional when attending to visitors and other inquiries</li> <li>• Team feedback</li> </ul>
<p><b>HCA Mandatory and other training</b></p>	<ul style="list-style-type: none"> <li>• Attends and participates in annual HCA mandatory training e.g. Infection Control, CPR, Fire and Manual Handling</li> </ul>	<ul style="list-style-type: none"> <li>• Mandatory training is completed annually and skills are reflected in everyday practice</li> </ul>
<p><b>2. Cultural Sensitivity</b> <i>Mandatory for all HCA's</i></p>	<ul style="list-style-type: none"> <li>• Awareness and commitment to the principles of the Treaty of Waitangi.</li> <li>• Demonstrates awareness, sensitivity and respect of others: acknowledging and responding to each person's individual and cultural need(s).</li> <li>• Communication skills that show respect for peoples individual and different cultural needs and different communication needs.</li> <li>• Demonstrates thoughtfulness to maintains respect and sensitivity to patient and their family/whanau</li> <li>• Communicates and works well with health care team.</li> </ul>	<ul style="list-style-type: none"> <li>• Treaty of Waitangi</li> <li>• Ensures patients are greeted and are always treated with courtesy and dignity while receiving care</li> <li>• Feedback about communication from patients / family / whanau is positive</li> <li>• Cultural needs are respected and met</li> <li>• Team feedback</li> <li>• Responsive to feedback and develops in areas where this is desirable</li> </ul>

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
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### 3. Communication

All HCAs must meet 1 of the criteria (A or B or C) HCAs on Merit Step One must meet 2 of the 3 criteria  
 HCAs on Merit Step Two must meet all 3 criteria

<b>A. Team Communication</b>	<ul style="list-style-type: none"> <li>Undertakes effective, accurate and timely communication with appropriate team members including understanding and applying instructions.</li> </ul>	<ul style="list-style-type: none"> <li>Uses effective, accurate and timely communication with team members and uses good communication skills to seek advice or clarification in situations requiring this.</li> <li>Demonstrates verbal / non-verbal communication techniques that enable a positive outcome for a patient / family / whanau.</li> <li>Team feedback</li> </ul>
<b>B. Patient / Family / Whanau Communication</b>	<ul style="list-style-type: none"> <li>Uses a variety of communication techniques with patient/family/whanau that demonstrates respect and empathy in any given situation.</li> </ul>	
<b>C. Self-Direction</b>	<ul style="list-style-type: none"> <li>Is self-directed as appropriate to task list and can use initiative</li> </ul>	

### 4. Additional Responsibilities / Skills

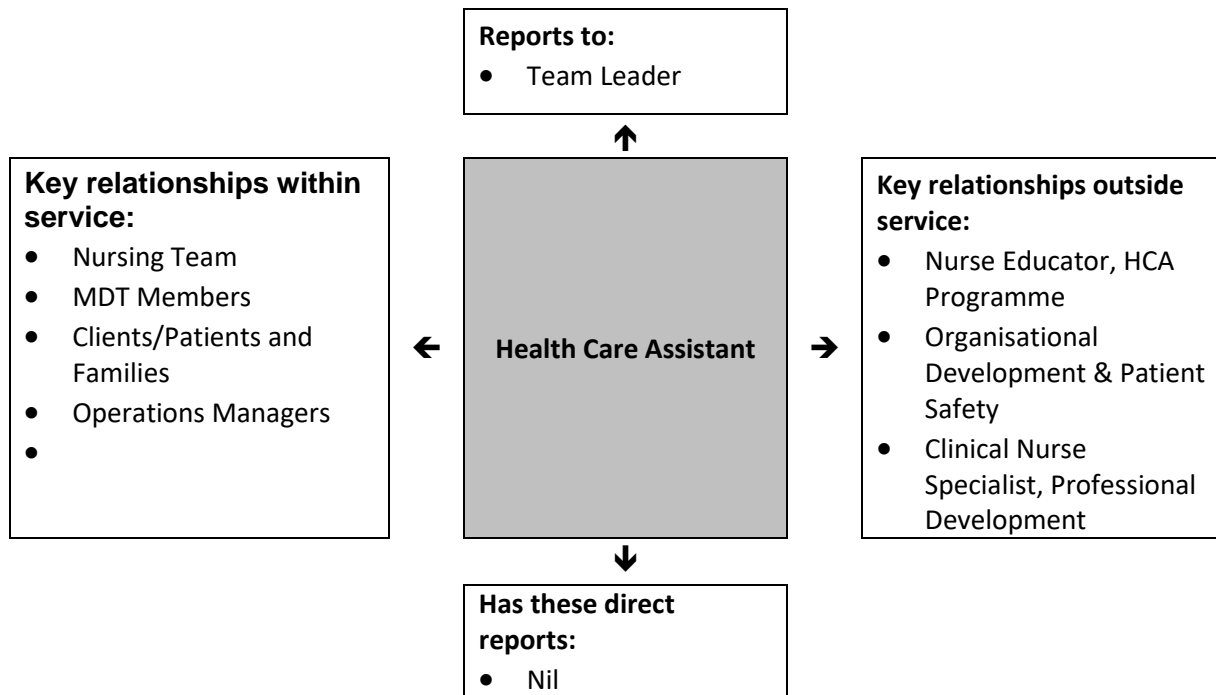
HCAs not on a Merit Step do not have to meet this category  
 HCAs on Merit Step One must meet 1 of the 3 criteria (A or B or C)  
 HCAs on Merit Step Two must meet all 3 criteria

<b>A. Agreed Responsibilities</b>	<ul style="list-style-type: none"> <li>Undertakes an agreed additional responsibility in the work area by appropriate level of involvement and promotion of activities. An example of the agreed responsibility may include, but is not limited to, one of the following:               <ul style="list-style-type: none"> <li>Equipment / technical skills</li> <li>Quality improvement activities</li> <li>Being the Health and Safety representative</li> <li>Being the Manual Handling representative</li> <li>Infection control</li> <li>Being the Union representative</li> <li>Stock control</li> <li>Cost effective initiatives</li> <li>Project participation</li> <li>Environmental initiatives / responsibilities</li> </ul> </li> <li>Can describe additional responsibility(s) and level of involvement with appropriate verification of contribution to the team and area.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from team, manager and/or area nurse, specialist or educator e.g. Occupational Health, Infection Control</li> <li>Team feedback</li> </ul>
<b>B. Learning / Educational Activities</b>	<ul style="list-style-type: none"> <li>Undertakes additional learning / educational activities relevant to the</li> </ul>	<ul style="list-style-type: none"> <li>Summary of learning / education opportunities that they have participated in and how new knowledge or skills have been</li> </ul>

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
<b>C. Role Model</b>	<p>role and demonstrates application of learning to work.</p> <ul style="list-style-type: none"> <li>• Is considered a role model with the ability and willingness to act as a 'buddy' / support / resource person for the orientation of new and existing staff.</li> </ul>	<p>applied to work and role development.</p> <ul style="list-style-type: none"> <li>• Participation as a 'buddy' / support /resource person.</li> <li>• Team feedback.</li> </ul>
<b>5: Team Contribution</b>		
<i>HCAs not on a Merit Step do not have to meet this category</i>		
<i>HCAs on Merit Step One must meet 1 of the 2 criteria (A or B)</i>		
<i>HCAs on Merit Step Two must meet both criteria</i>		
<b>A. Positive Contribution</b>	<ul style="list-style-type: none"> <li>• Demonstrates a positive contribution to the effective functioning of the team / service. An example may include one of the following: <ul style="list-style-type: none"> <li>○ Anticipates unplanned activities in team/service and demonstrates willingness to assist the team to manage these situations.</li> <li>○ Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes.</li> <li>○ Suggests and develops processes for improving efficiency of day to day work processes.</li> <li>○ Positively assists with implementing new plans / projects / systems / processes.</li> <li>○ Shows adaptability to changing circumstances within workplace.</li> <li>○ Provides an example of how they have positively contributed to the functioning of the team / service.</li> <li>○ Knowledge of available organisational resources / services / staff necessary to achieve desired outcome.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Team feedback</li> </ul>
<b>B. Initiative</b>	<ul style="list-style-type: none"> <li>• Without prompting, takes initiative in response to changing demands of the work / service environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Is responsive to changing demands in order to assist team members.</li> </ul>
<b>6. Health and Safety</b>	<ul style="list-style-type: none"> <li>• Complies with responsibilities under the Health and Safety in Employment Act 1992.</li> </ul>	<ul style="list-style-type: none"> <li>• Has read and understood health and safety policy and procedures.</li> </ul>

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
		<ul style="list-style-type: none"> <li>• Actively supports and complies with health and safety policy and procedures.</li> <li>• Uses protective clothing and equipment.</li> <li>• Actively participates in the hazard management and identification process.</li> <li>• Proactively reports and remedies any unsafe work condition, accident or injury.</li> </ul>

**Key Relationships & Authorities**





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## Capability Profile

### a) Knowledge and Experience:

- Good oral and written English and interpersonal communication skills
- Basic keyboard skills
- Effective time management skills
- Able to be flexible and adaptable.
- Ability to work under direction but also carries out non-patient/whanau related tasks independently and demonstrate awareness of own capabilities.
- Awareness and commitment to the principles of the Treaty of Waitangi.
- Willingness to work and contribute to the Health Care Team.
- Ability to work under stress and respond to a variety of changing situations

### b) Essential Professional Qualifications / Accreditations / Registrations:

- Level 3 NZQA National Certificate in Community Health Support Services (or equivalent qualification).

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

- Is committed to the values and goals of C&C DHB.
- High quality care for the patient / client / whanau.
- Working as part of the team nursing
- Working under the principles of direction and delegation
- Maintains privacy and confidentiality, displays integrity and discretion.
- Self-directed/use of initiative, confident, skilled in negotiation and consultation.
- Committed to excellence in service delivery and continuous quality improvement
- Gives and receives feedback on performance in an annual performance appraisal with manager
- Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights)
- Challenging Stigma and Discrimination of service users
- Applying the principles of Te Tiriti o Waitangi to practice
- Practicing in a manner that service users determine as being culturally safe
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Working within existing resources

Capital and Coast District Health Board (C&C DHB) 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.

C&C DHB 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 Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.