



## JOB DESCRIPTION HEALTHCARE ASSISTANT

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<b>Date:</b>	June 2019
<b>Salary Range:</b>	\$38,069 - \$44,606
<b>Hours of Work:</b>	Rostered Shift Work
<b>Responsible to:</b>	Clinical Charge Nurse
<b>Functional Relationships:</b>	SLMT Director of Clinical Services Nursing Staff Medical staff All Support Staff Volunteers Clerical staff Visitors
<b>Purpose:</b>	Work in association with the Registered Nurse (RN) to provide holistic nursing care to Arohanui Hospice patients and their families/whānau  Provide duties in accordance with the Arohanui Hospice Excellence Framework – attached.

### POSITION RESPONSIBILITIES

#### **Attend to patients care needs under the direction and delegation of a Registered Nurse**

- Patients receive nursing care that is thorough and sensitive to their needs, this includes assistance with activities of daily living e.g.. assistance with personal cares, assistance mobilising
- Reports back to a RN any concerns regarding patient care and patient safety
- Applies the principles of cultural awareness to all interaction with patients and family/whanau
- Seeks guidance and clarification from an appropriate team member when uncertain about own role or responsibilities
- Records information as authorised in a legible and accurate manner
- Aware of all legal responsibilities and legislation relating to position

#### **General housekeeping and safe care environment maintained**

- Patient rooms and work areas are kept clean and tidy at all times.

- Any hazards to patients, visitors or staff are identified and reported promptly to the registered nurse.
- Nursing staff are assisted in attending to such domestic tasks as bed making, laundry and the serving of patient's meals and any other reasonable requests.
- Minimise infection risk by correctly applying infection control principles
- Responds immediately to unexpected patient event, e.g. falls and seeks immediate assistance
- Informs the appropriate team member of faulty equipment or shortages of supplies
- Assisting in inpatient unit environmental checks

**Displays a patient and family focused customer service**

- Greets patients and their families in a courteous manner showing respect at all times
- Receives and directs visitors as necessary
- Maintains confidentiality
- Takes messages and acts on requests
- Responsive to the needs of the patient and/or family as able

**Health and Safety**

- Is aware of the need for a personal and organisation wide commitment to Health and Safety policies and procedures
- Has experience in maintaining safe workplace practices and is physically able to operate safety equipment and materials utilised within this environment.
- Has knowledge of and is able to apply Arohanui Hospice emergency procedures, location of safety equipment and materials
- Is aware of and can identify hazards to which they may be exposed and/or may create. Ensure all hazards are identified and reported.
- Take responsibility for the health and safety of yourself and others, in partnership with the organisation

**Treaty of Waitangi**

- Has knowledge and understanding of the Treaty of Waitangi and its application to ensuring culturally responsive health care practices or a willingness to do so



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### Education and training

- Has completed and met the requirements of the Orientation Package
- Complete all mandatory training provided by Arohanui Hospice
- Willing to develop clinical skills and competency relevant the role( complete knowledge and skills programme )

### PERSON SPECIFICATIONS

- Previous Healthcare experience
- To be able to communicate sensitively with patients and family.
- To have an understanding of Palliative Care and be comfortable with caring for people who have a life limiting illness.
- To be able to work under the supervision of a Registered Nurse and at the same time show initiative and be supportive to the team as a whole.
- Respects patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role
- A commitment to professional development.
- Is comfortable using email, and other computer programmes as necessary. (Training will be provided)

### Signatures

**Supervisors Name**

**Signature**

**Date:**

**Position Holders Name**

**Signature**

**Date:**

Guiding Principles	'Principles in Action' requirements and indicators
<b>Patients, families and whānau are at the centre of everything we do</b>	<ul style="list-style-type: none"> <li>• Place support, care and education for patients and families as first priority</li> <li>• Ensure care, decision-making and care planning is based on a respect for the uniqueness and diverse needs of the patient, their caregiver/s and family</li> <li>• Facilitate active partnerships between patients, families, whānau, carers, staff and volunteers</li> </ul>
<b>We are committed to honest, transparent and visible processes that reflect our core values</b>	<ul style="list-style-type: none"> <li>• Incorporate opportunities for open discussion within processes</li> <li>• Enable easy access to knowledge and resources</li> </ul>
<b>Staff and volunteers - our most valuable assets - buy-in, engage with, and grow through the journey to excellence</b>	<ul style="list-style-type: none"> <li>• Participate in two-way communication that grows understanding and fosters discussion around Framework principles, processes and initiatives</li> <li>• Ensure staff know where they fit and how they can influence the journey to excellence</li> <li>• Recognise excellence in organisational practices, care delivery, education, research and support services</li> <li>• Develop professionalism and expertise through:               <ul style="list-style-type: none"> <li>○ a variety of modern approaches to provide staff/volunteer enrichment</li> <li>○ forums to share ideas</li> <li>○ workforce development that supports a range of health care settings</li> <li>○ evaluation that informs professional development</li> </ul> </li> </ul>
<b>Ongoing evaluation within service delivery supports continuous learning and improvement</b>	<ul style="list-style-type: none"> <li>• Align systems with evaluation processes</li> <li>• Measure what matters - use evaluation to identify and implement improvements that add value to service delivery</li> <li>• Be ready and willing to respond and adapt to changing needs and / or new opportunities identified through evaluation</li> <li>• View evaluation as an essential enabler to excellence within all aspects of service delivery</li> </ul>
<b>Arohanui Hospice is recognised as an organisation that embraces diversity, equity and inclusivity</b>	<ul style="list-style-type: none"> <li>• Ensure care delivery and organisational practices can adapt to meet diverse needs – cultural / ethnic, gender, sexual orientation, religion / beliefs</li> <li>• Be transparently inclusive</li> <li>• Act as a leader in cultural integration</li> <li>• Be responsive to the needs of cultural and minority groups</li> <li>• Treat all with courtesy, equity and fairness</li> </ul>
<b>Governance and leadership establishes and motivates support for an excellence-focused culture</b>	<ul style="list-style-type: none"> <li>• Leadership drives the delivery of strategy, actively seeking staff contribution to service delivery improvement and innovation</li> <li>• All staff are able to demonstrate leadership and a high level of specialist knowledge in palliative care</li> <li>• Resources are prioritised (people, funding, process and technology improvements) towards excellence-focused initiatives</li> <li>• Continually reference Arohanui Hospice's mission, vision and values within the drive for excellence</li> </ul>
<b>We build and sustain organisational capability and resilience</b>	<ul style="list-style-type: none"> <li>• Attract, retain, support and develop the highest quality work force</li> <li>• Look first to harness the best use of current resources</li> <li>• Be realistic about what is achievable</li> <li>• Focus on building capabilities that in turn build resources:               <ul style="list-style-type: none"> <li>○ Use deliberate processes to develop skills and knowledge</li> <li>○ Develop partnership and support networks</li> <li>○ Establish sources for expert advice</li> <li>○ Publicise achievement and evidence-based stories of excellence within palliative care to establish organisational credibility</li> </ul> </li> </ul>