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# POSITION DESCRIPTION

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| **Position**: | Attendant/ Security | |
| **Responsible to:** | Team Leader Attendants | |
| **Direct Reports:** | N/A | |
| **Location:** | Rotorua & Taupō | |
| **Functional relationships:** | **Internal:**  Clerical Staff  Nursing Staff  Allied Health Staff  Medical Staff  Other Departments  .. | **External**:  Patients  Visitors  Whanau  .. |
| **Financial delegations:** | N/Al | |
| **Date**: | July 2022 | |

### Primary purpose(s) of the position

To carry out a range of set duties and tasks as set or as requested, and in the appropriate time frame, principally under the direction of the direction of the Attendant Supervisor but also if needed by the Support Services Manager, Facility Manager, or other authorised Lakes Manager. These duties include, but are not limited to, delivering and collecting patients, lab and pharmacy items, stores, linen, food items, clinical records, medical gas cylinders, waste, and other items as directed.

To provide timely and efficient security support services at Rotorua Hospital.

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| **Key Objectives** | Description | Expected Outcomes |
| **Support** | To assist in the transportation, lifting, security, retrieval and delivery processes across a range of items within and from Taupo Hospital | * . Timely and appropriate clinical support * An appropriate and high standard of attendant service response is achieved. * Attendant service is responsive, flexible to changing needs, and meets customer requirements * Develop a culture of continuous quality improvement in the attendant service * Ensure response times are appropriate but within budgetary limitations. * Co-operate in opportunities for symmetry between facility support officers and attendants to further enhance quality of response.. |
| **Other duties** | Carry out other duties as requested | * Check wheelchairs and pump up tyres, report need for repairs to Facilities. * Check crutches and replace crutch tips. * Report any dangerous equipment to appropriate source. * Check medical gas cylinders and take appropriate action. Remove empty cylinders to cylinder store promptly. * Carry out basic housekeeping and some cleaning duties (e.g. in ED or theatre) as directed or as seems appropriate. * Assist colleagues as necessary, or as directed, in the overall workload and performance of the Facilities Service * Co-operate fully with in all matters relating to the overall development of the facilities service. * Show honesty, patience and courtesy at all times when dealing with the staff, patients and visitors at Lakes DHB. * Demonstrate sound professional and ethical standards in all dealings with staff, patients and visitors. * Pro-actively seek to better the hospital environment. * Adheres to the responsibilities of the Privacy Act with all written and computerised information, telephone calls and discussions in person. * Shows consideration to all staff, patients or members of the public without prejudice against, ethnic background, culture, lifestyle, education, religion, sexuality, age or race. * Reports/records anything that is in breach of the Occupational Health and Safety requirements to the Works Manager. * Protect self and others by using the appropriate procedures and equipment. * Seeks the correct advice and guidance where required. * Ensure communication is clear and concise at all times. * Ensure a good standard of personal presentation appropriate to the role.. |
| **Attendant Security Incidents** | Immediately attend security incidents as directed by team leaders or Duty Managers, and if necessary remove person(s) deemed to be security threats from site. | * Increased feeling of personal safety for staff, patients and visitors. * Assisting the Duty managers in all roles (includes 777) related to fire or other emergency evacuation situations. * Maintain a pro-active presence to deter vandalism and theft.. |
| **Monitor Site Security** | Carry out physical and electronic security checks of doors, windows, cars and other risk areas to maintain security. | * Ensure physical safeguard of hospital staff, patients, visitors, and property as appropriate without compromising personal safety * Challenge or closely monitor potential security problems if suspicions are aroused * Assist in the closing down of visitor hours by escorting visitors from premises. * Escort staff to and from buildings or their cars if available. * Maintain a pro-active presence to deter vandalism and theft * Produce accurate and comprehensive daily security reports for record... |
| **Police Liaison** | Liaising with police as necessary to defuse security threats. | * Provide security back up to police if needed. * Assist with access to CCTV footage as outlined in the CCTV Policy.. |



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| **Capabilities** | Capability definition | Achievement Indicators |
| **Communication and Personal Interaction**  **Te Ringa Hora**  ***the open hand (denoting someone who is sociable)*** | Communicates relevant information in a timely manner to those who need to know at a level that is understood. | * Transfers information effectively verbally and writes clearly, coherently and succinctly. * Shares well thought out, concise and timely information with others using appropriate mediums. * Organisational updates are provided to staff by way of relaying in general terms but more importantly what affect it has on the unit and how staff can help where necessary to achieve any requirements. * Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success. * Maintains and promotes high standards of social, ethical and organisational norms. |
| Fosters a team environment and encourages collaboration between team and departments within the DHB. | * Articulates differing perspectives on an issue and can see the merit of alternative points of view. * Works with other managers and teams to streamline processes for the best efficiency for both teams. * Provides staff who have concerns about another team process, a different point of view to consider. |
| Connects with people to build trust and confidence. | * Connects with others, listens, reads people and situations and communicates tactfully. * Gets to know their team members and treats them with respect, valuing their individuality and contributions. |
| **Strategy & Performance**  **Te Ringa Raupā**  ***the roughened hand (symbolising a hard worker)*** | Delegates appropriately within team utilising individual skills to achieve results. | * Understands individuals strengths and weaknesses to utilise or increase skills for those individuals. * Assigns and sub-delegates staff to teams to allow for development and succession planning. |
| Understands the unit requirements and the implications of the units achievements on the overall service delivery. | * Ensures decision making complies with organisational strategies. * Recognises decisions made within the unit affect overall results of the service and the DHB. * Works with Service Manager to maximise unit efficiency. |
| **Development and Change**  **Te Ringa Ahuahu**  ***the hand that shapes or fashions something (refers to someone who is innovative)*** | Works to include staff in change minimising barriers to implementation. | * Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution. * Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. * Openly broaches concern with staff from the outset asking for their ideas and input. * Gives examples of what might help to resolve the issue/concern. * Seeks opportunities to improve performance and seeks feedback to measure and improve. * Encourages staff participation in possible solution process. * Allows staff input to possible solutions to concern. * Gives careful consideration to staff ideas and offers alterations to suggestions where necessary. |
| Articulates decisions and reasoning behind change enable buy-in to results. | * Develops an informative response to the team including trends, data, process and benefits of the decided process/change. * Allows feedback to decision to enable ‘tinkering’ to be made where appropriate. |
| **Personal Accountability**  **Te Ringa Tōmau**  ***the hand that is trustworthy*** | Manages own and encourages others to foster work/life balance. | * Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual. * Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year. |
| Actively manages own career aspirations and development. | * Is constantly striving to acquire and maintain knowledge, skills and/or experience. * Has own career development plan and succession planning. * Seeks out development opportunities to expand knowledge and capability. * Engages in projects and activities readily which are above and beyond scope of current role. |
| **Culture and Values**  **Te Ringa Taurima**  ***the hand that nurtures, encourages, supports*** | Makes decisions based on facts and without personal bias. | * Is proactive and effective when problem solving is required. * Engages with staff member/managers/multi disciplinary team when concerns are raised to best understand their point of view. * Appropriately investigates the concern looking at trends, situation and practices. * Critically examines repeatable risk factors. |
| Engages with mentors and supervisors for personal skill development. | * Is constantly striving to acquire and maintain knowledge, skills and/or experience. * Demonstrates a commitment to and takes responsibility for going professional development. |
| Plans, prioritises and organises work to deliver on short and long term goals. | * Purposeful about where time is invested. * Delivers relevant results within expected timeframes. |
| Encourages and promotes DHB values and expectations. | * Role models expected behaviours and practices. * Treats staff, patients and visitors with dignity and respect. * Uses appropriate empathy to gain organisational objectives. * Is solution focused. |

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| **Compulsory Requirements** | Description | Expected Outcomes |
| **Māori Health** | Māori philosophies and values of health are demonstrated in work practice. | * Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services. * Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. * Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. * Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes. * A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown. |
| **Te Iti Kahurangi** | The Lakes Way, Our Place Our Culture | * Works within the Te Iti Kahurangi framework and supporting guide document. |
| **Record Keeping** |  | * Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records. |
| **Quality & Risk** | Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve. | * Employees are supported to lead by example and implement a culture of continuous quality improvement. * Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed. * Māori patients are provided patient-centred care to achieve positive Māori health outcomes. * Needs of Māori are reviewed and reported in the further development of practice, process and or policy. * Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. * Quality care is provided to certification standards. |
| **Health & Safety** | Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines. | * Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements. * Healthy lifestyles are actively promoted and participated in, within the work area. * Employees participate in Health and Safety within areas of work. * Health and Safety activities are appropriately documented within specified timeframes. * Health and Safety policies have been read and understood and are applied in the workplace. * Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately. * Any opportunities for improving Health and Safety are reported and acted upon in a timely manner. * All near misses/incident/accidents are reported to the appropriate line manager within 24 hours. |

**Signatures:**

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| Line Manager:  (position description approved): |  |
| Employee:  (acceptance of position description): |  |

*(Please also initial all other pages to show acceptance of position description.)*

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| **Person Specification** | **Essential:** | **Desirable:** |
| **Education and Qualifications:** | * Security Qualification and current practicing certificate.. | * .. |
| **Experience:** | * .. | * At least two years experience in a security role.. |
| **Knowledge:** | * Te Tiriti O Waitangi in the provision of health care services and support to Māori. * Te Tiriti O Waitangi in practice, process, policy development and decision making. * Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation. | * Proven knowledge of the hospital and hospital systems and willing to increase this knowledge to provide best service... |
| **Skills:** | * Pronunciation of Te Reo Māori words and names * A person who can focus on meeting sudden demands / incidents and remains calm in a seriously demanding situation.... | * Te Reo Māori |
| **Personal Attributes:** | * This position requires a person with energy and a good standard of fitness. The person must be able to take direction as well as respond with initiative and show good judgement and awareness. * In addition the position demands: * A self starter who with a passion for customer service. * A support minded person trained, or willing to be trained, in the efficient operation of their duties. * Proven knowledge of the hospital and hospital systems and willing to increase this knowledge to provide best service. * Knowledge to recognise and willingness to pursue efficiencies in a support service environment * A person who can focus meeting sudden demands and prioritise daily duties appropriately. * A reliable, honest and courteous personality who shows respect to all fellow staff. * Promotes a strong work ethic * Is accurate and thorough. * Enjoys good health and fitness and is willing to undertake physically demanding work as needed. * Ability to communicate well. * Shows high levels of responsibility, initiative and problem solving in daily work practices. * Able to work well under pressure. * Computer Literate to ensure capture of all jobs on database * Enjoys good health and fitness and is willing to undertake physically demanding work as needed. * Ability to communicate well. * Shows high levels of responsibility, initiative and problem solving in daily work practice.. | * Non-smoker preferred. * .. |

**ABOUT TE WHATU ORA LAKES**

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well being, and ora - describing the state of wellness.

### STRATEGIC MISSION



* Achieve equity in Māori health
* Build an Integrated health system
* Strengthen people, whanau & community wellbeing

### THREE CORE VALUES

Manaakitanga respect and acknowledgment of each other’s intrinsic value and contribution

Integrity truthfully and consistently acting collectively for the common good

Accountability collective and individual ownership for clinical and financial outcomes and sustainability

### TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



### TE TIRITI O WAITANGI

**Our expression of Te Tiriti o Waitangi**

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

**Mana whakahaere**

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

**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 tangata**

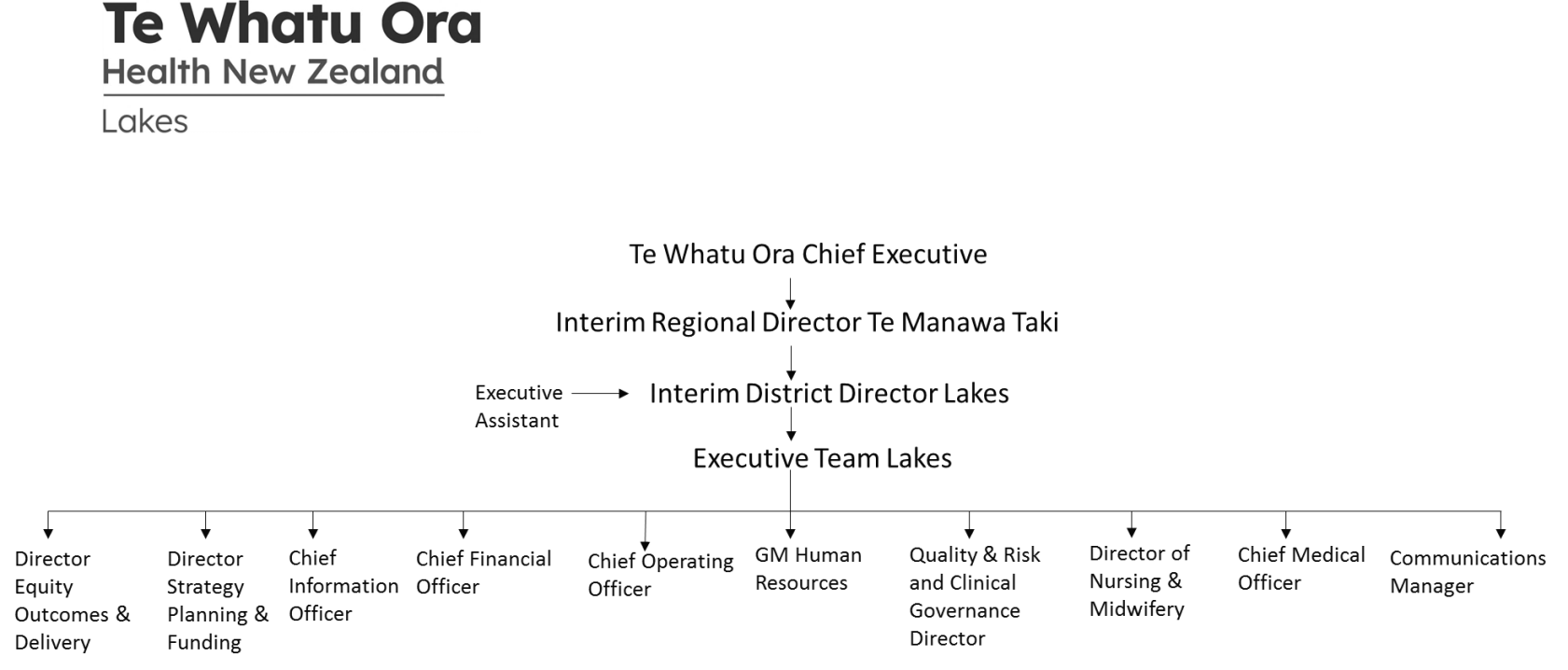
Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

**Mana Māori**

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown’s commitment to upholding its Tiriti promises.

### ORGANISATION STRUCTURE

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