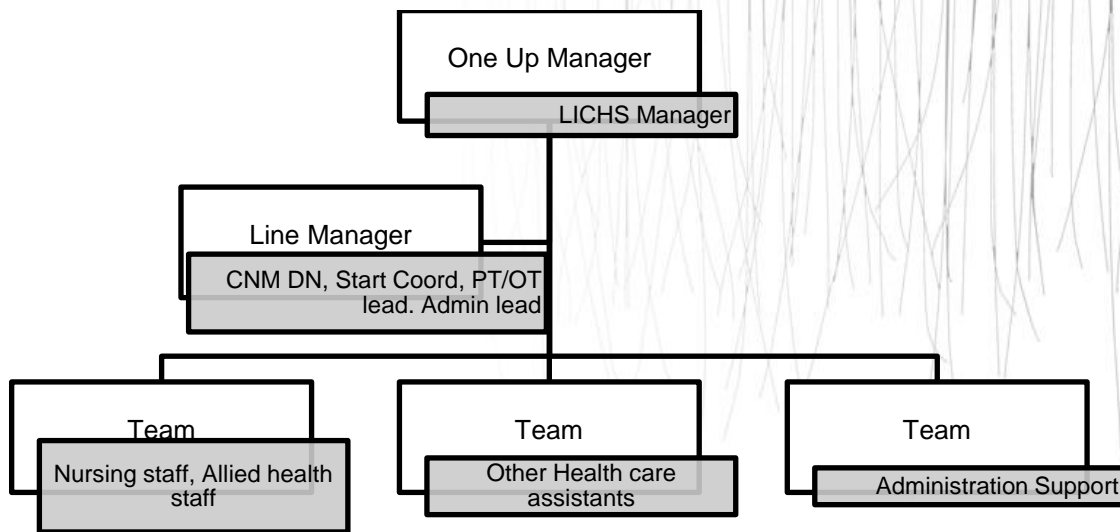


POSITION DESCRIPTION

Position:	Healthcare Assistant	
Responsible To:	Team Leader through Supervising Key Worker (Registered Nurse or Supervising PT/OT staff)	
Direct Reports:	Nil	
Location:	Rotorua and Taupō	
Functional Relationships:	Internal: Registered Nurse or Supervising PT/OT staff Other team members	External: Patients, Whanau
Financial Delegations:	Nil	
Date:	August 2024	



Primary purpose(s) of the position

START (Supported Transfer and Accelerated Rehab Team) is a programme that accepts referrals for patients who are medically cleared and can be discharged home earlier than previously possible with an individualised care plan and intensive holistic support. Supported care in the home is managed through case management and supervision by experienced allied health and/or nursing staff, and it is delivered in the patient's home largely by trained health care assistants or allied health support workers. The service operates 7 day/s week. The role of the Health Care Assistant is to:

- Support the Supervising Key Worker (nursing and/or allied health staff) to deliver patient care.
- Undertake tasks at the direction of Supervising Key Worker (nursing and/or allied health staff)

Key Objectives	Description	Expected Outcomes
Service delivery	Support and Assist Supervising Key Worker (i.e. Nurse, Physiotherapist and/or Occupational Therapist) in direct provision of tasks and cares with patients as instructed	<p>Selected, delegated tasks/cares which support or form part of the Nursing, Physiotherapy and/or Occupational Therapy programmes are carried out under the direction and supervision of the Key Worker (RN, Physiotherapist, Occupational Therapist) including but not limited to the following:</p> <ul style="list-style-type: none"> Provide help with personal care, such as showering, dressing and toileting Monitor temperature, pulse, respiration and weight of the individual Assist with food preparation and provide help with eating if required Assist with household tasks, such as laundry and shopping Supervise performance of simple exercise programme Prompt patient to take medication if necessary Provide emotional support and help promote mental wellbeing Provide support with hobbies and physical activities Provide support to families and relatives taking on new care responsibilities Liaise with other health and social care professionals Get to know patients and understand their individual needs and interests <ul style="list-style-type: none"> • Effective communication is maintained, including daily contact / feedback with the supervising Key Worker, and liaison with others involved with patient care. • Attend case conference and meetings as required and directed by Supervising Key Worker staff. • Awareness of client/patient rights is maintained and demonstrated in accordance with the Health and Disability Commissioner Act (1996) and Code of Health and Consumer Rights and Privacy Act (1993). • Documentation is completed in accordance with relevant documentation standards • Workload priorities are established and maintained, and discussed with Senior staff in service area
Resource Management	Assists with management of resources and work areas.	<ul style="list-style-type: none"> • Accurate and timely information is collected and maintained as required i.e. contacts, statistics, and clinical record keeping. • Assistance with management of equipment, stock and any other resources as required
Self-Management	Responsibility for self and management of own workload	<p>Support and assistance is provided within the requested time frames.</p> <ul style="list-style-type: none"> • Effective co-ordination with other staff. • Demonstration of effective team work. • Work limits are recognised and issues raised with Senior staff • Informs the Supervising Key Worker if not trained to perform an activity or if uncertain of requirements at any stage of any activity. • Effective daily / weekly / monthly planning of tasks to ensure effective management of time.
Continuous Quality Improvement	To uphold the standing and participate in	<ul style="list-style-type: none"> • Communication is effective and in a manner which contributes to the objectives of the Service. • Active participation in relevant meetings and projects, as required.

Key Objectives	Description	Expected Outcomes
	development of the Services.	<ul style="list-style-type: none"> • Clinical standards are promoted through presentation of self, initiative, versatility and competence, and maintain knowledge of relevant Service and Professional Policies and Standards. • Assist Supervising Key Worker in review of policies and procedures where appropriate
Professional Development	To maintain Professional development of self and contribute to the professional development of others, staff and students	<ul style="list-style-type: none"> • Evidence of achievement of Performance and Professional Development Objectives (in line with the direction and objectives of the Service) in Annual Reviews. • Contribute to the achievement of service objectives • Contribute to the achievement of Therapy objectives within the service area. • Participation in relevant training and educational opportunities, as appropriate • Demonstration of self-directed approach to own learning. • Demonstration of knowledge gained through attendance of courses. • Contribution to the staff development/ in-service programme.



Te Ringa Tōmau

Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa Taurima



Capabilities	Capability Definition	Achievement Indicators
<p>Communication and Personal Interaction</p> <p>Te Ringa Hora</p> <p><i>the open hand (denoting someone who is sociable)</i></p>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within Lakes.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> 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. 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 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.
<p>Strategy & Performance</p> <p>Te Ringa Raupā</p> <p><i>the roughened hand (symbolising a hard worker)</i></p>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> 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. Ensures decision making complies with organisational strategies. Recognises decisions made within the unit affect overall results of the service and Lakes. Works with Service Manager to maximise unit efficiency.
<p>Development and Change</p> <p>Te Ringa Ahuahu</p>	<p>Works to include staff in change minimising barriers to implementation.</p>	<ul style="list-style-type: none"> 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.

Capabilities	Capability Definition	Achievement Indicators
<p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> • 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. • 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.
<p>Personal Accountability</p> <p>Te Ringa Tōmau</p> <p><i>the hand that is trustworthy</i></p>	<p>Manages own and encourages others to foster work/life balance.</p> <p>Actively manages own career aspirations and development.</p>	<ul style="list-style-type: none"> • 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. • 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.
<p>Culture and Values</p> <p>Te Ringa Taurima</p> <p><i>the hand that nurtures, encourages, supports</i></p>	<p>Makes decisions based on facts and without personal bias.</p> <p>Engages with mentors and supervisors for personal skill development.</p> <p>Plans, prioritises and organises work to deliver on short and long term goals.</p> <p>Encourages and promotes Lakes values and expectations.</p>	<ul style="list-style-type: none"> • 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. • Is constantly striving to acquire and maintain knowledge, skills and/or experience. • Demonstrates a commitment to and takes responsibility for going professional development. • Purposeful about where time is invested. • Delivers relevant results within expected timeframes. • 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.

Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Works within the Te Iti Kahurangi framework and supporting guide document.
Record Keeping		<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.

Compulsory Requirements	Description	Expected Outcomes
		<ul style="list-style-type: none"> 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:

Line Manager:
(position description approved): _____

Employee:
(acceptance of position description): _____

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

Person Specification	Essential:	Desirable:
Education and Qualifications:	<ul style="list-style-type: none"> Driver's License 	Health-related qualification desirable.
Experience:	<ul style="list-style-type: none"> Awareness of cultural issues in Health. 	<ul style="list-style-type: none"> Awareness of issues for people with disability desirable..
Knowledge:	<ul style="list-style-type: none"> 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. 	
Skills:	<ul style="list-style-type: none"> Pronunciation of Te Reo Māori words and names 	<ul style="list-style-type: none"> Te Reo Māori
Personal Attributes:	<ul style="list-style-type: none"> Excellent interpersonal communication Proven ability as a team player Ability to carry out delegated, selected and skilled tasks in an effective manner Adaptability / Flexibility Initiative and sound problem-solving skills Ability to recognise boundaries within role Ability to manage stress 	<ul style="list-style-type: none"> Non-smoker preferred

-
- Enthusiasm and interest for working within the Service area.
-

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

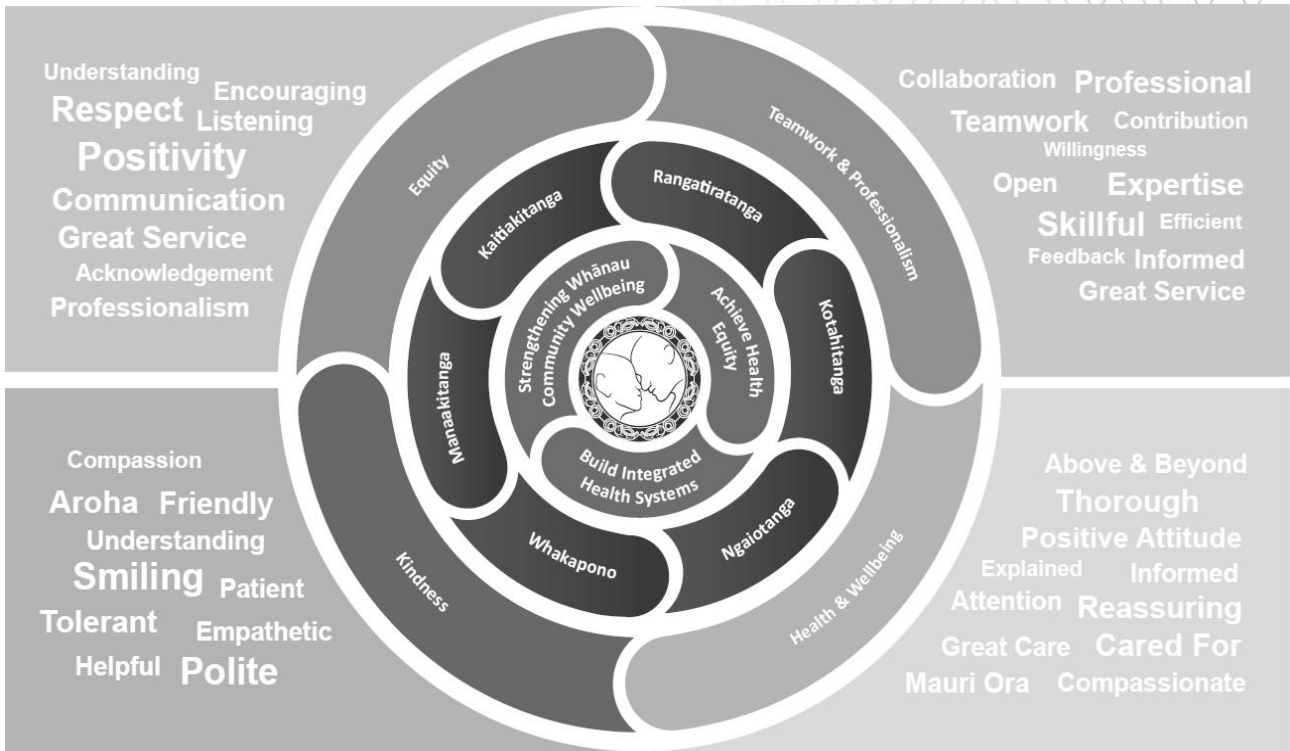


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

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.