POSITION DESCRIPTION

Position details:

<table>
<thead>
<tr>
<th>Title</th>
<th>Department</th>
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<tbody>
<tr>
<td>Health Care Assistant</td>
<td>Perioperative Services</td>
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<tr>
<td>Reports to:</td>
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<tr>
<td>Charge Nurse / Theatre Manager</td>
<td>Approved by: Nurse Director</td>
</tr>
<tr>
<td>Date:</td>
<td>Location:</td>
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<tr>
<td>March 2016</td>
<td>Auckland / Greenlane</td>
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Purpose of Position:

The healthcare assistant will support the effective day-to-day operation of the operating room, Post Anaesthetic Care Unit (PACU), clinics, CSSD and Operating Day of Admission Facility (ORDA) at Auckland DHB by undertaking core activities, and assisting in the provision of patient care supporting the health care team, patients and families/whanau.

The healthcare assistant will be required to work under delegation and supervision from the registered nurse to support the delivery of patient care, maintaining a safe, pleasant and functional operating room environment.

Key Accountabilities:

1. To perform day-to-day service delivery within the team by:
   - Assisting registered nursing staff/ other health professional with the provision of basic care for patients as specified for the designated OR service
   - Assisting in the daily functioning of the designated OR service to ensure its smooth running by
     - a) Assisting with preparation and ongoing care of patients
     - b) Transport of the patient to and from the ward and within the OR environment, and through the settings of care,
     - c) Assist with restocking/rotation of OR consumables and setting up of case carts.
     - d) Assist with the preparation and use of equipment for surgical cases.
     - e) Oversee and monitoring of equipment, asset registers as specified
   - Attending to all activities in a time efficient manner
   - Ensuring effective communication within the health care team by displaying good listening skills, checking for understanding, interpreting instructions accurately and demonstrating the ability to express information well and comprehensively
   - Identifying and communicating opportunities for improvement of service and implementing changes as directed, within the scope of the position
   - Maintaining a responsive professional manner in all interactions with staff and patients
   - Acting in a culturally safe and sensitive way at all times, demonstrating the ability to communicate with other cultures
   - Maintaining hospital and patient information as confidential and private in accordance with Auckland DHB policy.
   - To ensure the smooth running of the service, other activities such as housekeeping duties, reception, some administrative tasks such as photocopying may be undertaken.
2. To be responsible for own professional development by:
   • Maintaining knowledge of current best practices
   • Continually seeking to improve knowledge about the organisation and new processes
   • Attending educational opportunities relevant to the role
   • Establishing annual goals, objectives, performance targets and strategies to meet these.

3. To contribute to the overall service of the OR service by:
   • Ensuring resources are used effectively and ensuring priorities are met
   • Completing project work as requested
   • Supporting ADHB key goals as directed by manager.

Authorities:
This position has no delegated authority

Direct Reports (if applicable): N/A
Budget Accountability (if applicable): N/A

Relationships:

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<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Groups</th>
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<tr>
<td>• External agency staff who may be working in the HCA’s area</td>
<td>• Charge nurse/OR Manager&lt;br&gt; • Nurse educator&lt;br&gt; • Nursing/midwifery team&lt;br&gt; • Medical staff&lt;br&gt; • Anaesthetic technicians&lt;br&gt; • Allied health professionals&lt;br&gt; • CSSD</td>
<td>• Health and safety meetings&lt;br&gt; • Ward, department or clinical service meetings as appropriate</td>
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PERSON SPECIFICATION

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<tr>
<th>Education &amp; qualifications</th>
<th>Essential</th>
<th>Desired</th>
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<tr>
<td>• Proficiency in reading, speaking and writing English&lt;br&gt; • Healthcare assistant course NZQA level 4 cert, or meets criteria for direct entry.&lt;br&gt; • Able to meet the physical demands of the job</td>
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<td>• Experience in dealing with the public&lt;br&gt; • Experience of working in a health care setting&lt;br&gt; • Previous work experience</td>
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<th>Experience/knowledge</th>
<th>Essential</th>
<th>Desired</th>
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<td>• Sound understanding of the Treaty of Waitangi</td>
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<tr>
<th>Critical Competencies</th>
<th>Competency</th>
<th>Description</th>
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<tr>
<td>1. Teamwork</td>
<td>Works in collaboration with fellow team members to achieve objectives and tasks for the good of the whole. Has a positive working attitude, is flexible and adaptable. At the same time is able to take direction from those staff responsible for doing so.</td>
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<td>2. Communication</td>
<td>Listens effectively and checks understanding, interprets instructions accurately. Expresses information well and comprehensively. Have the ability to communicate with patients and their relatives and members of the public.</td>
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<td>3. Organising</td>
<td>Organises and completes work in a timely manner, remaining flexible and taking into account the many and changing demands. Informs the Team Co-ordinator or Charge Nurse if unable to complete tasks required.</td>
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<td>5. Quality</td>
<td>Pays attention to detail, reliable and checks work to ensure the maintenance of departmental quality standards. Committed to excellence in service delivery. Participates in Quality Audits as delegated.</td>
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<td>6. Adaptability/Flexibility</td>
<td>Maintains effectiveness in varying environments and with different tasks, responsibilities and people. Has the ability to modify behaviour and/or tasks to reach different goals. Can adjust priorities when required. Is able to work shift-work including weekends and nights as required.</td>
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<td>7. Maturity/Sensitivity</td>
<td>Able to work well with patients/families/whanau with health problems. Able to cope in stressful situations and environments.</td>
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<td>8. Cultural Awareness</td>
<td>Actively demonstrates awareness of cultural differences. Able to respect and communicate appropriately with clients from differing cultures. Has knowledge of the Treaty of Waitangi.</td>
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**WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES**

**CITIZENSHIP**

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

**THE EMPLOYER AND EMPLOYEE RELATIONSHIP**

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB’s objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

**CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT**

All employees are responsible for striving to continuously improve service quality and performance. This means:
- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

**PROFESSIONAL DEVELOPMENT**
As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:
- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation

Undertaking such development opportunities as ADHB may reasonably require