



Health Care Assistant Enliven Residential

Presbyterian Support Central



Presbyterian Support
Central

enliven

Role specification

Role Title

Health Care Assistant

Business Unit

Enliven Residential

Location

Enliven Home

Reports to

Home Manager

Direct Reports

Nil

Purpose of the role

To support elders to maintain their independence, activities of daily living and their chosen lifestyle in a safe, secure and supportive home environment in a way that meets the Eden principles and the Domains of Wellbeing. All health care assistants (HCAs) will work under the direction and delegation of the registered nurse (RN).

This job description contains the accountabilities for HCAs from entry level to New Zealand Certificate in Health and Wellbeing Level 4. As each qualification is attained, it is expected that the additional skills learned will be put into practice.

All HCAs need to hold at least a NZ Cert H&W Level 2 or equivalent. Once this qualification has been gained and the competency at that level attained, staff will be offered the opportunity of higher qualifications. These come with an expectation that the skills learned in these qualifications will be put into practice. Staff with entry level and with a Level 2 qualification are expected to work under direction, follow instructions and abide by policies and procedures.

Those who have attained NZ Cert H&W Level 3 or equivalent will be expected to undertake all accountabilities listed against the Level 2 section AND those in the Level 3 section. By this stage, staff will have gained competencies and be applying learned skills in activities such as (but not limited to) medicine administration and including recognising and report changes in the health status of the elderly. They will be working independently and be able to make suggestions to improve the wellbeing of elders. They will contribute to orientation of new staff.

Those who have gained a Level 4 or equivalent qualification will meet all accountabilities listed in the Level 2 and 3 sections AND those in the Level 4 section. By this stage staff will consistently demonstrate high standards of practice. They will be a role model to others at all times and be able to contribute to appraisals of other HCAs. They will be taking on portfolios such as Eden Champion or



continence coordination. They will see improvements and take action to make appropriate changes. At this stage they will have complete responsibility of the quantity and quality of the output of their work.

Organisational overview

At Enliven, we value age. We create age-friendly communities where people can be happy and thrive, regardless of their age or ability. As well as providing practical day-to-day support and quality clinical care, we take into account the physical, social, emotional and cultural needs of each person we support. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.

Enliven offers a range of positive ageing services and a full continuum of care for older people including independent retirement living, vibrant and welcoming rest homes, specialist hospital and dementia care, engaging day programmes, short-term respite and health recovery care. Enliven homes and villages can be found in Taranaki, Whanganui, Manawatu, Horowhenua, Wairarapa and throughout the greater Wellington region.

Enliven along with Family Works, our social services for tamariki and whanau, are part of the not-for-profit organisation Presbyterian Support Central (PSC). PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Key Accountabilities

Supports elders to have autonomy by doing as much as possible for themselves in a way that each elder chooses

Level 2

- Supports elders to keep themselves clean and well groomed
- Gets to know each elder so know what they like and don't like, what time they want to get up, go to bed, what they like wearing etc.
- Understands and supports individual elder routines
- Encourages elders to make decisions about themselves, e.g. what to wear

Level 3

- Level 2 plus:
- Identifies what an elder is able to do for themselves and encourages that to occur safely
- Identifies what home duties elders can participate in and supports elders to do so

Level 4

- Level 2 and 3 plus:
- Coordinates work of team so that elder routines are followed



- Understands that elder wishes may change and can support staff to respond to those changes

Supports elders to remain well and healthy

Level 2

- Follows direction and delegation from manager, CNM, CC and RN
- Understands and follows support plan for each individual elder
- Is aware of any needs the elder has such as but not limited to pain, discomfort, changes in behaviour
- Ensures clothes are clean, finger and toenails are clean and trimmed, dentures and teeth are clean, facial and head hair is clean and trimmed
- Develops skills and undertakes competency assessment to support RN in physical care such as (but not limited to) skin care, toileting, showering, dressing assisted eating, mobilising
- Notifies the RN key worker if elders require new clothing or toiletries

Level 3

- Level 2 plus:
- Develops skills and/or competencies and undertakes competency assessment to support RNs in physical care such as (but not limited to) skin care, medicine administration, positioning, pressure relief, wound care
- Can describe and follows directions of allied health advisors such as (but not limited to) mobility, eating, positioning, activities of daily living
- Understands the process of dementia and develops skills required to support elders with dementia to remain as independent and autonomous as possible
- Recognises when an elder is unwell or presents differently to normal and reports immediately and documents observations

Level 4

- Level 2 and 3 plus:
- Recognises when an elder is unwell or presents differently to normal and takes action and documents actions
- Develops skills to support elders and families who are in a palliative stage
- Can identify appropriate strategies to try when elders with dementia require encouragement to undertake essential activities of daily living e.g.: have a shower or sit and eat a meal
- Role models these to others

Supports elders to have meaning in their lives

Level 2

- Helps elders to continue to see or talk to their friends and encourages them to make new ones
- Supports elders to continue with their hobbies
- Helps elders to look after their pets

Level 3

- Level 2 plus:



- Knows what elders are interested in and ensures they are meaningfully engaged with activities when they choose
- Follows the support plan regarding spiritual and cultural needs of the elder

Level 4

- Level 2 and 3 plus:
- Understands and can suggest improvements to the support plan and tree of life for elders
- Supports and encourages spontaneous activities
- Guides others to implement the support plan
- Makes recommendations to the RN key worker regarding directions to the HCAs in the support plan

Supports elders by working as a team

Level 2

- Arrives and leaves work at the correct time
- Gives adequate notice if unable to attend work due to illness
- Reports back to CNM/CC/RN when there are any issues within the team
- Recognises any changes in elders and reports back to RNs
- Follows policy and procedures and Code of Conduct
- Helps other staff
- Responds to call bells irrespective of who is looking after the elders
- Maintains respectful communication with other staff at all times
- Fosters a support environment for new staff
- Completes all recording and reporting accurately and in a timely fashion

Level 3

- Level 2 plus:
- Identifies and recommends improvements in work processes
- Works proactively to resolve conflict with other staff and reports conflict to manager

Level 4

- Level 2 and 3 plus:
- Is a role model to other staff
- Supports new staff to orientate
- Coaches and mentors other staff
- Contributes to performance appraisals if requested
- Contributes to the handover process, leading team conversations as required

Supports elders to live in a vibrant, clean home

All Levels

- Encourages elders to have their own belongings and decorations in their rooms and assists them to organise them
- Keeps home and equipment clean
- Takes responsibility for reporting any broken equipment and removes where there is potential risk of harm
- Uses resources economically



- Uses equipment in the correct manner

Look after yourself and others

- All Levels**
- Follows health and safety procedures
 - Attends mandatory training sessions and understands and follows policies and procedures
 - Asks if unsure what anything means or how to undertake an activity
 - Keeps rested and healthy and takes annual leave
 - Identifies and reports hazards and knows how to minimise risk

Commitment to Eden Philosophy

- All Levels**
- Eden Principles and Domains of Wellbeing are included each year in the mandatory training cycle for all staff.
 - Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
 - Support residents to maintain loving companionship
 - Support residents to give as well as receive care
 - Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake

Take pride in the home and maintains a quality focus

- Level 2**
- Notices and acts when things could be done better
 - Recommends improvements
 - Recommends prevention strategies after incidents

- Level 3**
- Level 2 plus:
 - Undertakes QMP audits on request and identifies corrective actions

- Level 4**
- Level 2 and 3 plus:
 - Suggests quality projects that will enhance the living or working environment
 - Actively participates in quality projects
 - Holds a portfolio e.g. continence, Eden Champion, toiletries

Health, safety and wellbeing

- All Levels**
- Support organisational health, safety and wellbeing initiatives
 - Supports a culture of wellbeing at PSC
 - Role model good health and safety practice and behaviours
 - Report all hazards, incidents, accidents and near misses
 - Supports managers and the organisation in remaining compliant to health and safety legislation



Core Competencies



Co-operation and Teamwork

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
- Is constructive in their feedback of team members; encourages others to do the same.
- Supports and helps other team members perform their tasks.
- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.
- Develops constructive working relationships with other team members
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team



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Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging.
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
- Adapts their approach to fit the situation they are in or the person they are with.
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.



Taking Responsibility

- Is reliable - does what one says one will.
- Consistently performs tasks correctly - following set procedures and protocols.



- Perseveres with tasks and achieves objectives despite obstacles.
- Adjusts work style and approach to fit in with requirements.
- Is results focused and committed to making a difference.
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected



Quality and Innovation

- Sets high standards for self
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth.
- Provides quality service to those who rely on one's work.
- Looks for ways to improve work processes - suggests new ideas and approaches.
- Explores and trials ideas and suggestions for improvement made by others.
- Shows commitment to continuous learning and performance development.

Person Specification

Qualifications

Level 2 Health Care Assistant – Health and Wellbeing Level 2, no experience required

Level 3 Health Care Assistant – Health and Wellbeing Level 3, two years relevant experience required

Level 4 Health Care Assistant – Health and Wellbeing Level 4, four years relevant experience required

Treaty of Waitangi

Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Māori as Tangata Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Treaty of Waitangi.

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.

I have read this job description and accept it.

Signed: Date:

Employee's Name: Date:



Office use only

Prepared by: (Name and Position) Date:

Approved by: (Name and Position) Date:

