

Position Description

Role Specification			
Role title:	Health Care Assistant		
Business unit:	Enliven Residential	Location:	Enliven Home
Collective:			

Reports to: (role title)	Clinical coordinator (CC) /Clinical nurse manager (CNM)
Direct reports (role titles)	N/A
Total employees (total number of employees reporting through to this role, if applicable)	

Purpose of the role (what the role does; how the role contributes to the organisation goals)
<p>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).</p>
<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

Key Accountabilities (key activities, tasks and outcomes to be achieved)	
Supports elders to have autonomy by doing as much as possible for themselves in a way that each elder chooses	
L2	<ul style="list-style-type: none"> 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

Initials: _____

	<p>get up, go to bed, what they like wearing etc</p> <ul style="list-style-type: none"> • Understands and supports individual elder routines • Encourages elders to make decisions about themselves, eg what to wear
L3 +	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • 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
L4	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • 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	
L2	<ul style="list-style-type: none"> • 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
L3+	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • 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
L4+	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • 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 eg have a shower or sit and eat a meal

Initials: _____

	<ul style="list-style-type: none"> • Role models these to others
Supports elders to have meaning in their lives	
L2	<ul style="list-style-type: none"> • 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
L3+	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • 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
L4+	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • 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	
L2	<ul style="list-style-type: none"> • 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
L3+	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • Identifies and recommends improvements in work processes • Works proactively to resolve conflict with other staff and reports conflict to manager
L4+	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • Is a role model to other staff • Supports new staff to orientate • Coaches and mentors other staff

Initials: _____

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
Take pride in the home and maintains a quality focus	
L 2	<ul style="list-style-type: none"> • Notices and acts when things could be done better • Recommends improvements • Recommends prevention strategies after incidents
L 3+	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • Undertakes QMP audits on request and identifies corrective actions
L 4+	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • 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

Core Competencies	
Competent performance in the role requires demonstration of the following competencies.	
Teamwork	
<ul style="list-style-type: none"> • Develops constructive working relationships with other team members • Has a friendly manner and a positive sense of humour • Shows an understanding of how one's own role directly or indirectly supports the work of the wider team • Cooperates and collaborates with staff to ensure that care is continuous and reliable 	

Initials: _____

Takes responsibility

- Perseveres with tasks and achieves objectives despite obstacles
- Is reliable – do what you say you will do
- Consistently performs tasks correctly – following set procedures and protocols
- Plans and organises work effectively and shows flexibility to be able to cope with the unexpected

Communication

- Practices active and attentive listening
- Responds in a non-defensive way when asked about potential errors or oversights, or when own position is challenged
- Is caring and empathetic when interacting with elders
- Is confident and appropriately assertive in dealing with others
- Deals effectively with conflict and stressful situations
- Explains information and conveys information in clear and simple terms

Quality and innovation

- Provides quality service to those who rely on one’s work
- Shows commitment to continuous learning and performance development
- Open to new ways of working and comfortable with change
- Looks for ways for improve work processes – suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others

Person Specification

Key job requirements

- Entry Level and Level 2 qualification: no experience required
- Level 3 or equivalent qualification: two years experience in aged care
- Level 4 or equivalent qualification: four years experience in aged care

Treaty of Waitangi

Enliven, Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Maori 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:

Initials: _____

Prepared by: (Name and position)		Date:	
Approved by: (Name and position)		Date:	

Initials: _____