



*Presbyterian Support
Otago*

POSITION DESCRIPTION Health Care Assistant

Our Vision | Tō Mātou Matawhānui

Every person is valued and grows in a safe and strong community.

Our Mission | Tō Mātou Whakatakanga

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

Position's location

Responsible to

Manager/Unit Nurse Manager/ Clinical
Manager/Clinical
Coordinator,/Registered Nurse/Enrolled
Nurse

Key relationships

Residents and their family/whanau,
friends
Other Health Care Assistants
Other site staff
Other health providers
Other Presbyterian Support Otago staff

Position's purpose

To support the lives and wellbeing of
older people living in this residential
service

*This position description may be reviewed and altered at any time following
consultation.*

Summary description of the ideal person for the position

The ideal person for this position will be a role-model for others by:

- Having some experience and knowledge of the needs of older people
- Being committed to PSO's vision and values, and to the total wellbeing of the people in our care
- Treating everyone with respect and dignity
- Promoting PSO's good reputation and having a sense of pride in working for PSO
- Being honest and of good character
- Encouraging residents to be as independent as possible
- Developing and maintaining good relationships with people
- Using language consistent with the Valuing Lives/Enliven philosophy at all times
- Communicating effectively with everyone
- Being innovative and responsive to individual needs
- Respecting the confidentiality of both personal information at all times, inside and outside the workplace
- Demonstrating good time management skills and being able to prioritise effectively
- Demonstrating initiative and getting on with whatever needs to be done
- Working within professional boundaries at all times
- Always learning, and reflecting that learning in their practice
- Looking for opportunities to improve the quality of care
- Working cooperatively within a team and also being able to work independently
- Being able to manage the physical demands of the position

Core competencies relevant to this position

Team work	Demonstrates commitment to team-work, and our 'one team' philosophy, understanding that the team is more important and can achieve more than its individual members
Service focus	Demonstrates commitment to being 'of service' to our people both inside and outside our organisation, supporting them and making a positive difference for them
Relationship building and personal integrity	Relates readily and respectfully to others, builds effective relationships, understands their significance to the organisation, and demonstrates trustworthiness, honesty and discretion
Confidence, resilience and emotional intelligence	Reflects on own behaviour and its impact on others, and demonstrates confidence in own ability and ideas, while being prepared to overcome challenges positively
Personal effectiveness	Manages personal ability to meet job outcomes effectively, is accountable, punctual, and maintains an appropriate level of personal presentation
Communication	Practises timely, relevant interpersonal and written communication so that others are informed, involved, respected and valued
Learning and developing	Learns from experience and shares knowledge, suggests or implements quality improvements appropriately, and seeks opportunities for self-development and career enhancement. Attends training as required and directed.
Problem-solving and responding to change	Uses sound judgment and a systematic approach to problem-solving, and responds well to positive change
Technical/professional knowledge and skills	Acquires and demonstrates the necessary expertise to carry out the position's technical responsibilities professionally and effectively

Key accountabilities	Successfully demonstrated by
Quality Service and Care	
<p>Provide high quality care to meet residents' needs and maximize their satisfaction while respecting their unique identity and dignity</p> <p>This includes but is not limited to the following key activities:</p> <ul style="list-style-type: none"> • Washing, bathing, showering, sponging, dressing and any grooming as required • Skin care: use of creams, lotions and implementation of minor dressings under the direction of the RN or senior person and observing, documenting and reporting on skin integrity • Mouth care: including oral toilets, teeth and denture cleaning as required • Pressure area care: including appropriate positioning, and the monitoring and use of aids • Monitoring and assisting residents with their nutritional and fluid intake • Bed-making to meet the residents' needs • Toileting and monitoring of urine and faecal output; and continence management • Assisting with mobility including the use of all aids to enable walking where relevant • Preparation for rest and sleep • Escort role: you may be required to accompany residents to appointments with other health agencies and/or health facilities, and to document and report on this to the RN or senior person • Administration of medicines under the direction and delegation of the Registered Nurse/Enrolled Nurse • Utilization and monitoring of Restraint as per policy 	<ul style="list-style-type: none"> • Looking for ways the residents can use their strengths to become more independent by encouraging them to do as much for themselves as they can, to focus on their goals and work towards them, and to make choices in their daily activities • Treating all residents with respect at all times • Maintaining and promoting the residents' self-esteem and dignity • Ensuring you are always respectful of the residents' belongings • Asking residents how they would like their care carried out, not making assumptions, and attending to detail • Working within each resident's Lifestyle Support Plan • Ensuring you follow relevant policies, procedures and guidelines at all times • Including the resident's family/whanau and friends in their care as they wish • Helping the resident maintain their roles within their family/community • Ensuring you clearly document any information in residents' lifestyle notes according to policy • Notifying the senior person on duty of any changes relating to residents • Maintaining a high level of personal hygiene and presenting a neat appearance at all times • Wearing your uniform, footwear and jewellery in a manner that complies with relevant policies • Undertaking other appropriate duties as directed by the senior person on duty, and as training, qualification, and expertise allows

Key accountabilities	Successfully demonstrated by
Health and Safety	
<p>Work safely to eliminate or reduce the risk of injury to yourself and others</p>	<ul style="list-style-type: none"> • Familiarise self with documented Hazard register and work within specified controls • Reporting and documenting accurately, as soon as possible and on the same day, all incidents and accidents according to the incident/accidents reporting policy • Promptly notifying the manager/senior person on duty of hazards in the workplace • Attending compulsory in-service training and being aware of emergency preparedness requirements • Attending other in-service training as agreed with your manager • Follow instructions set out in Transfer plans and notify the senior person on duty of any issues around moving and handling • Ensuring you always reduce the risk of infection, e.g. by practicing hand hygiene measures and using appropriate equipment • Ensuring care is taken to look after equipment, maintaining and storing it in a safe condition, and reporting any concerns • Keeping the environment tidy and uncluttered • Dispose of all waste according to policy • Ensuring any chemicals are used and stored correctly • Observing security procedures • Otherwise fulfilling all obligations related to your position as outlined in relevant policies
Right Relationships	
<p>Develop and maintain appropriate professional relationships with residents, colleagues and others to contribute to a harmonious atmosphere</p>	<ul style="list-style-type: none"> • Demonstrating commitment to Presbyterian Support Otago's (PSO) mission, vision and values, and promoting its good reputation through appropriate behaviours • Developing trusting, professional relationships with residents, their family/whanau and friends while maintaining professional boundaries • Respecting and understanding people's differences, and demonstrating understanding of the Treaty of Waitangi/Te Tiriti o Waitangi • Developing and maintaining good team work and professional working relationships with other staff members • Demonstrating courtesy in all interactions • Assisting with the orientation of newly appointed staff and students, including undertaking Preceptorship training as required

	<ul style="list-style-type: none"> • Sharing relevant knowledge with other staff • Ensuring you maintain privacy and confidentiality of information at all times • Acting as an advocate for residents by reporting issues or concerns to the Registered Nurse or Manager
Key accountabilities	Successfully demonstrated by
Learning and Development	
Continue learning and developing	<ul style="list-style-type: none"> • Completing orientation and gaining NZ Certificate in Health & Wellbeing – Health Assistance level 3 • Continue a pathway for gaining a nationally recognized qualification as offered • If working in a Dementia Unit, commencing the Limited Credit Programme – Dementia strand within one months of starting employment, and completing within six months of starting study • Participating in compulsory training on an annual basis • Assisting with verification and observation for unit standards as required • Undertake Registered Assessor training if identified as appropriate with your skill mix, ability and qualification • Participating in other training sessions as identified in your personal development objectives, including where available Valuing Lives training • Participating in regular performance appraisal • Identifying your own personal development needs and following through to agreed outcomes • Attending staff meetings to be well-informed • Looking for ways to improve the service and bringing those ideas to the senior person on duty • Assisting with quality improvement projects as required