

Position Description

Health Care Assistant (kaiāwhina/ kaitiaki)

Mission

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 Purpose

To support people 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 Enliven principles. All Health Care Assistants (HCAs) will work under the direction and delegation of the registered (RN) or enrolled nurse (EN).

Positions Description Structure

This position description contains the accountabilities for HCAs from entry level to New Zealand Certificate in Health and Wellbeing Level 4.

All HCAs need to hold or work towards and attain the NZ Certificate in Health and Wellbeing Level 3 or relevant equivalent (relevance will be determined by the employer).

For new employees with no relevant qualification, after an initial period of 3 months' orientation, they will be expected to sign a Training Agreement for the New Zealand Certificate in Health and Wellbeing, Health Assistance Level 3 and commence work towards the qualification. It is expected that the qualification will be achieved within 12-18 months of enrolment.

Once this qualification has been gained and the competency at that level attained, staff will be offered the opportunity of higher qualifications.

As qualifications and skills are attained, it is expected that these will be put into practice. Staff with entry level or with a Level 2 qualification are expected to work under direction, delegation and supervision, follow instructions and abide by policies and procedures.

Those who have attained least a NZ Certificate in Health and Wellbeing 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 (by agreement), recognising and reporting changes in residents' health status. They will be working more independently and be able to make suggestions to improve the wellbeing of people. They will contribute to orientation of new staff as required.

Those who are working towards or 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 performance and development reviews of other HCAs by sharing observations and feedback to the RN or Manager who is doing the review. They will be taking on additional portfolios such as Falls Champion or Continence Champion etc. They will see opportunities for improvements and take action to make appropriate changes, participate in the internal audit programme and quality improvement projects. At this stage they will have responsibility for the quantity and quality of the output of their work, within the plan of care.

Requirements for Working in Memory Care Units

For staff who work primarily in Memory Care Units, achievement of the unit standards below take priority over work towards the NZ Certificate in Health and Wellbeing Level 3.

Rest Home Level Memory Care Unit:

You must attain the following unit standards no later than **18 months** after you start working in the Memory Care Unit.

- 23920: Describe dementia, support, and safe practice to support people living with dementia in a health or wellbeing setting
- 23921: Provide person-centred support to people living with dementia in a health or wellbeing setting
- 23922: Manage the effects of providing support for people living with dementia in a health or wellbeing setting
- 23923: Demonstrate knowledge of behaviour presented by people living with dementia in a health or wellbeing setting

Hospital Level Memory Care Unit:

Within **6 months** of commencing your employment in the D6 MCU you must commence study towards attaining the following unit standards. You must attain the unit standards within **18 months** of starting.

- 27833: Support people to use assistive equipment and move in a health or wellbeing setting
- 23386: Support a person to meet personal care needs in a health or wellbeing setting
- 23387: Describe the ageing process and its effects on a person's lifestyle and wellbeing
- 23920: Describe dementia, support, and safe practice to support people living with dementia in a health and wellbeing setting
- 23921: Provide person-centred support to people living with dementia in a health or wellbeing setting
- 23923: Demonstrate knowledge of behaviour presented by people living with dementia in a health or wellbeing setting

These unit standards may be changed from time to time depending on the requirements in our funding contracts.

Key Accountabilities (Expected Outcomes / Key Performance Indicators)

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

Level 2	<ul style="list-style-type: none"> • Support people to keep themselves clean and well groomed • Gets to know each person so you 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 the individual person's routines • Encourages people to make decisions for and about themselves, e.g. what to wear • Is aware of the person's goals documented in 'My Care Plan' and utilises the prescribed interventions
Level 3	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • Identifies what a person is able to do for themselves and encourages that to occur safely • Identifies what home duties people can participate in and supports them to do so • Actively encourages the person to work towards attaining their goals and contributes ideas to the person and nurse on how interventions might be modified
Level 4	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • Coordinates the work of the team so that the person's routines are followed • Understands that the person's wishes may change and can support staff to respond to those changes • Identifies when a person is achieving (or not) a goal and works with the resident and nurse to set new goals • Contributes to the evaluation of 'My Care Plan' and to resident in 3 monthly reviews

Supports people to remain well and healthy

Level 2	<ul style="list-style-type: none"> • Follows direction and delegation from the RN / EN covering the facility • Reads, understands and follows the support plan for each individual person
---------	---

	<ul style="list-style-type: none"> • Is aware of any needs the person 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 or EN in physical care such as (but not limited to) skin care, toileting, showering, dressing, assisted eating, mobilising • Notifies the RN / EN if the person requires new clothing or toiletries
--	--

Level 3	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • Develops skills and 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, vital signs, neurological observations • Can describe and follow 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 people with dementia to remain as independent and autonomous as possible • Recognises when a person seems unwell or presents differently to normal and reports and documents observations immediately
---------	--

Level 4	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • Recognises when a person is unwell or presents differently to normal and takes action and documents actions • Develops skills to support people and their families as they approach the end of their life • Can identify appropriate strategies to try when people with dementia require encouragement to undertake essential activities of daily living e.g. have a shower, go to the toilet, eat a meal • Role models these strategies to others
---------	---

Supports people to have meaning in their lives

Level 2	<ul style="list-style-type: none"> • Helps people to continue to see or talk to their friends and encourages them to make new ones • Supports people to continue with their hobbies • Helps people to look after their pets / plants
---------	---

Level 3	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • Knows what people are interested in and ensures they are meaningfully engaged with activities when they choose • Follows 'My Care Plan' regarding spiritual and cultural needs of the person
---------	---

Level 4	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • Understands and can suggest improvements to the person's support plan • Supports and encourages spontaneous activities • Guides others to implement the support plan • Participates in the ongoing development of the care plan
Supports people by working as a team	
Level 2	<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 people 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 person • Maintains respectful communication with other staff at all times • Fosters a supportive environment for new staff • Completes all recording and reporting accurately and in a timely fashion • Consistently follows the Enliven Expectations of Care
Level 3	<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 • Contributes to nursing assessment and reassessment as required
Level 4	<p>Level 2 and 3 plus:</p> <ul style="list-style-type: none"> • Is a role model to other staff, demonstrating behaviour and practices consistent with the Enliven Philosophy, PSOs values and Code of Conduct • Supports new staff to orientate • Provides guidance, support and encouragement to other staff • If requested, shares observations and feedback to RN or Manager to inform performance and development reviews • Contributes to the handover process, leading team conversations as required • May become a Careerforce Assessor
Supports people to live in a vibrant, clean home	
All Levels	<ul style="list-style-type: none"> • Encourages people to have their own belongings and decorations in their rooms and assists to organise them • Keeps home and equipment clean

	<ul style="list-style-type: none"> • Takes responsibility for reporting any broken equipment and removes the item 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 all mandatory training sessions within the required time frame and implements the learning into practice • Understands and follows policies and procedures • Completes required competencies within required time frame • 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 of harm
Take pride in the home and maintain a quality focus	
Level 2	<ul style="list-style-type: none"> • Notices and acts when things could be done better • Recommends improvements • Recommends prevention strategies after adverse events
Level 3+	<p>Level 2 plus:</p> <ul style="list-style-type: none"> • Undertakes internal audits on request and identifies corrective actions
Level 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. Pressure Injury Prevention, Falls Champion
Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.

Continuous improvement	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> • All employees are expected to identify, report and, where appropriate, resolve issues that may cause harm to themselves or others in the organisation. • You are expected to work safely and to actively participate in health and safety programmes in your work area. • All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the Principles of Te Tiriti O Waitangi/ the Treaty of Waitangi – Partnership, Participation and Protection.

Relationships

Reports to: Manager/Unit Nurse Manager/Clinical Manager/Clinical Coordinator/Registered Nurse/Enrolled Nurse	Direct Reports: N/A
Internal Relationships: Other HCAs Other site staff Other Presbyterian Support Otago staff	External Relationships: Visitors to the Home Other health providers

Person Specifications

<p>Qualifications/Skills</p> <p>Level 1 - 2</p> <ul style="list-style-type: none"> • No experience required, but may hold Level 2 Health and Wellbeing qualification <p>Level 3</p> <ul style="list-style-type: none"> • Level 3 or relevant equivalent qualification <p>Level 4</p> <ul style="list-style-type: none"> • Level 4 or relevant equivalent qualification <p>Experience/ Knowledge</p> <ul style="list-style-type: none"> • Having some experience and knowledge of the needs of older people <p>Personal Qualities</p> <ul style="list-style-type: none"> • Treating everyone with respect and dignity • Ability to work independently • Always working within professional boundaries • Developing and maintaining good relationships with people • Using language consistent with the Enliven philosophy at all times
--

- Encouraging residents to be as independent as possible
- Always respecting the confidentiality of both personal information, 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

Core Competencies

Teamwork

- Develops constructive and supportive working relationships with other team members
- Has a friendly manner
- 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
- Is punctual and reliable
- Actively seeks to assist colleagues

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 an open, honest, positive and professional way when asked about potential errors or oversights, or when own position on something is challenged
- Is caring and empathetic when interacting with people
- 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 to improve work processes – suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

