



HERITAGE LIFECARE

Position Description

Caregiver

Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals

Position Overview:

To provide and maintain, individualised quality care to the residents and assist them achieve the optimum level of wellbeing for each person under the direction and supervision of qualified nursing staff and management.

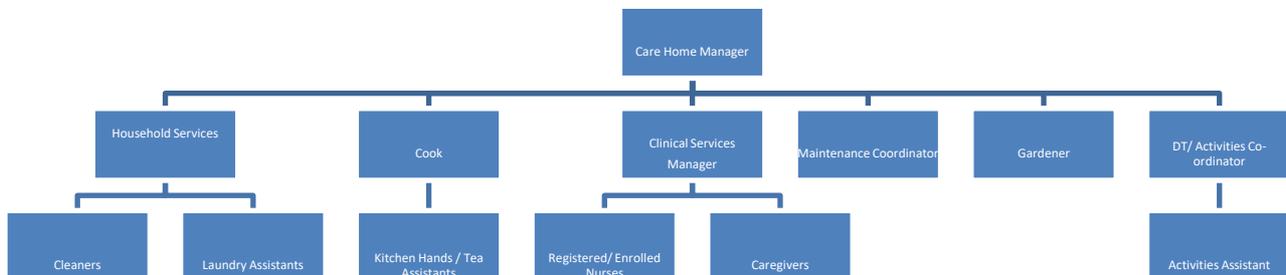
Reports to:

Care Home Manager/ Clinical Services Manager
Qualified Nurse or senior person in charge

Functional Relationships:

Facility Manager
Clinical Services Manager
Registered Nurses/Enrolled Nurses
All staff of facility Residents/ Relatives/ whānau
Visitors
Quality Team
Operations Manager

Generic Team Structure:



Key Accountabilities:

Key Tasks:	Performance Standards:
1. To treat residents and their whānau /family with respect and dignity	<ul style="list-style-type: none"> Have an understanding of the HDC Code of Rights Be respectful and accept each resident as an individual Knock on resident's door before entering Respect resident's privacy and confidentiality Treat residents with respect Show respect for resident's belongings Respect the beliefs, spiritual needs, customs and cultural needs of each resident
2. Assist and support residents to remain as independent as possible in their daily life	<ul style="list-style-type: none"> The residents comfort and wellbeing is considered at all times Residents independence is encouraged Residents are assisted in their individual choices wherever possible Follows the directions for resident's care in the residents' care plan/lifestyle plan Follows the directions of the qualified or senior staff Document relevant information accurately Report concerns or changes in resident's condition immediately to qualified or senior member of staff
3. To provide a safe caring environment for the residents and whānau /family	<ul style="list-style-type: none"> All procedures are carried out safely and in the best interests of the resident Contributes to a homelike environment and understands that the facility is the residents home Speaks in a caring manner to the residents Courteous and helpful to residents, whānau /family and visitors Takes all precautions to ensure the safety of the residents Assists to maintain the facility in a clean and safe state Performs extra necessary duties as directed by management

4. Ensure the safety of yourself and others within the workplace	<p>To operate all equipment to manufacturer's / supplier's instructions and report any unsafe or defective equipment immediately</p> <p>Follows approved resident moving and handling procedures</p> <p>Maintains equipment in a clean, safe and working condition</p> <p>Reports and documents any hazards identified immediately and works towards eliminating, isolating or minimising them</p> <p>Work areas are kept clean, safe and tidy</p> <p>Reports any work accidents / incidents immediately to a senior member of staff and completes the required documentation</p> <p>Attends compulsory fire and emergency training sessions</p> <p>Fire procedures are known</p> <p>Civil defence procedures are known</p> <p>Communicates with other team members effectively to ensure the service operates smoothly</p>
5. Understand the organisation's policies and procedures	<p>To perform the duties as set in the position description (applicable to your role) and according to standard policies and procedures for Heritage Lifecare</p> <p>To be knowledgeable on Infection Control matters pertaining to your position. Hand washing procedures are known and practiced</p> <p>Standard precautions are known and followed</p> <p>Protective clothing is worn as appropriate</p> <p>Concerns / complaints from residents, whānau /family or visitors are passed on to the nurse in charge of the shift</p>
6. To work effectively in a team environment	<p>Understands own role & responsibilities within the team and those of other team members</p> <p>Offers assistance to other team members in a helpful manner</p> <p>Adapts routines if required</p> <p>Maintains appropriate channels of communication</p> <p>Maintains a positive attitude</p>
7. To take responsibility for your own education requirements	<p>Seeks to update knowledge & skills by attending in-service sessions relating to job</p> <p>Attends appropriate meetings or keeps up to date with minutes etc.</p> <p>Attend all compulsory and/or relevant education sessions</p> <p>Participates in external study programmes as directed</p> <p>Seeks guidance from senior staff when appropriate</p> <p>Participates in annual performance appraisal</p>
8. To maintain a professional standard and attitude of responsibility, loyalty and discretion	<p>Appearance is professional according to uniform policy</p> <p>Demonstrates punctuality and reliability at all times</p> <p>Demonstrates a positive work ethic</p> <p>Demonstrates a positive attitude towards guidance and correction</p> <p>Works well without supervision</p> <p>Performs tasks thoroughly to an appropriate standard and skill level</p> <p>Share skills and knowledge with other staff</p> <p>Support and model good work practices to new staff</p>

The nature of caregiving as a job can be physically challenging therefore there is an expectation that you must have a reasonable level of fitness and physical capability.

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities. There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonable practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

It is a requirement of all Caregivers to undertake the duties in this position description which aligns with the equivalent pay parity level held by each Caregiver. Failure to do so could result in a formal performance management or disciplinary process. A process of this nature may result in a formal warning up to and including dismissal from Heritage Lifecare.

Career Pathway

Caregiver Level 1

New staff with:

- No previous experience or qualifications in Aged Care

1	Education and Training Criteria
	Attends scheduled compulsory education Must attend one fire evacuation drill per annum Complete Orientation programme within three months
2	Compulsory Competencies (reviewed annually)
	Restraint competency Hoist/ Moving and Handling competency Hand Hygiene competency
3	Meeting Criteria
	Attends a minimum of three staff meetings, one must be within the first six months of employment
4	Performance Criteria

	Participates in 6 weekly initial meeting, 3-month appraisal then annual Performance Appraisal Works in accordance with the Job Description and under close supervision and guidance Seeks guidance from senior staff when appropriate

Caregiver Level 2

New Staff with:

- NZQA Level 2 NZ Certificate in Health and Wellbeing or a qualification as being equivalent (within the meaning of section 2 of the Industry Training and Apprenticeship Act 1992) or equivalent overseas qualification.

Existing staff progressing from Level 1 to Level 2

- Successful completion and sign off of all Level 1 criteria and obtaining NZQA Level 2 NZ Certificate in Health and Wellbeing or a qualification as being equivalent (within the meaning of section 2 of the Industry Training and Apprenticeship Act 1992) or equivalent overseas qualification and /or length of service as detailed in the Care and Support Workers Pay Equity Settlement.

1	Education and Training Criteria
	Completion of: Orientation Programme Seeks to update knowledge & skills by attending all scheduled compulsory/relevant education Must attend one fire evacuation drill per annum
2	Competencies (reviewed annually)
	Restraint competency Hoist/ Moving and Handling competency Hand Hygiene competency Checking of Controlled Drugs
3	Meeting Criteria
	Attends and actively participates in a minimum of 3 staff meetings per year and keeps up to date with minutes etc. if unable to attend (on leave)
4	Quality
	Contribute to quality initiatives to improve the lives of our residents
5	Performance Criteria
	Participates in annual Performance Appraisal Works in accordance with the Job Description and under close supervision and guidance Shows accountability for H&S within the workplace Seeks guidance from senior staff as required

Caregiver Level 3

New Staff with:

- NZQA Level 3 NZ Certificate in Health and Wellbeing or a qualification as being equivalent (within the meaning of section 2 of the Industry Training and Apprenticeship Act 1992) or equivalent overseas qualification.

Existing staff progressing from Level 2 to Level 3:

- Successful completion and sign off of all Level 2 criteria and obtaining NZQA Level 3 NZ Certificate in Health and Wellbeing or a qualification as being equivalent (within the meaning of section 2 of the Industry Training and Apprenticeship Act 1992) or equivalent overseas qualification and /or length of service as detailed in the Care and Support Workers Pay Equity Settlement.

1	Education and Training Criteria	Yes Achieved	Not Achieved
	Seeks to update knowledge & skills by attending all scheduled compulsory/relevant education (minimum 8 hours) Must attend one fire evacuation drill per annum First Aid and CPR certificate (if applicable) Health & Safety training completed (if applicable)		
2	Competencies (reviewed annually)		
	Restraint competency Hoist/ Moving and Handling competency Medication Administration competency Hand Hygiene competency Checking of Controlled Drugs Wound competency for simple wounds e.g. Small skin tears 2.5 cms and less only Blood Sugar Levels Oxygen Administration Nebuliser BP, temperature, pulse and respirations and neurological recordings		
3	Meeting Criteria		
	Actively participates in staff (at least 3 annually)/H&S/quality meetings and keeps up to date with minutes etc. if unable to attend (on leave)		
4	Quality		
	Actively undertakes a quality initiative per annum to improve the lives of our residents		
5	Performance Criteria		
	Participates in annual Performance Appraisal Works with minimum supervision and guidance and adheres to the job description but will seek guidance from senior staff Shows accountability for H&S within the workplace		

Caregiver Level 4

New Staff with:

- NZQA Level 4 NZ Certificate in Health and Wellbeing or a qualification as being equivalent (within the meaning of section 2 of the Industry Training and Apprenticeship Act 1992) or equivalent overseas qualification.

Existing staff progressing from Level 3 to Level 4:

- Successful completion and sign off of all Level 3 criteria and obtaining NZQA Level 4 NZ Certificate in Health and Wellbeing or a qualification as being equivalent (within the meaning of section 2 of the Industry Training and Apprenticeship Act 1992) or equivalent overseas qualification and /or length of service as detailed in the Care and Support Workers Pay Equity Settlement.

1	Education and Training Criteria	Yes Achieved	Not Achieved
	<p>Seeks to update knowledge & skills by attending all scheduled compulsory/relevant education (minimum 8 hours)</p> <p>Must attend all fire evacuation drills per annum</p> <p>First Aid and CPR certificate (if applicable)</p> <p>Health & Safety training completed (if applicable)</p> <p>Fire Warden/Emergency Evacuation training</p> <p>Participates in the orientation and preceptorship of care/support staff</p> <p>Participates in Internal Compliance Audits</p> <p>Demonstrates accepted documentation standards and actively contributes to Care Planning</p>		
2	Competencies (reviewed annually)		
	<p>Restraint competency</p> <p>Hoist/ Moving and Handling competency</p> <p>Hand Hygiene competency</p> <p>Medication Administration competency</p> <p>Checking of Controlled Drugs</p> <p>Wound competency for simple wounds e.g. Small skin tears 2.5 cms and less only</p> <p>Blood Sugar Levels</p> <p>Oxygen Administration</p> <p>Nebuliser</p> <p>BP, temperature, pulse and respirations and neurological recordings</p> <p><u>Senior CG's are also able to when deemed competent</u></p> <p>Administer suppositories and enemas</p> <p>Administer PEG feeds</p> <p>Monitor sub-cut and syringe driver sites</p>		
3	Meeting Criteria		
	<p>Actively participates in staff (at least 3 annually)/H&S/quality meetings as a committee member and keeps up to date with minutes etc. if unable to attend (on leave)</p>		
4	Quality		
	<p>Actively undertakes a quality initiative per annum to improve the lives of our residents</p>		
5	Performance Criteria		
	<p>Participates in annual Performance Appraisal</p>		

	<p>Is familiar with the appropriate steps to take in an emergency including fire evacuation and can lead this evacuation</p> <p>May assist RN with the allocation of residents to care staff</p> <p>Works with minimum supervision and guidance and adheres to the job description</p> <p>Shows accountability for H&S within the workplace</p> <p>Participates in internal compliance audits</p> <p>Participates in the orientation and preceptorship of care/support staff</p> <p>Demonstrates accepted documentation standards and actively contributes to care planning</p> <p>Senior caregiving must report the following to the RN on site or on call</p> <ul style="list-style-type: none"> • Any change in residents' health status and results • Incident/accident where harm is caused to resident or staff member • Status of any wounds <p>Must ensure all recordings taken are documented in clinical records</p> <p>May have input into performance reviews on other Caregivers</p> <p>Accepts additional responsibilities, demonstrates positive & effective leadership in their role</p>		
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Financial Authority

Nil

Core Competencies

Competency Family	Competency Type	Competency	Competency Description
Care Support	Core Competencies	Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Process improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, and improve quality and customers offering.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
		Individual Development	Seeks out and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up to date, turns mistakes into learning opportunities.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Quality	Is attentive to detail and accuracy committed to excellence, looks for improvements continuously, monitors quality

			levels, finds root cause of quality problems. Owns/acts on quality problems.
Site Services	Core Competencies	Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
	Differentiating Competencies	Continuous improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering.
		Business development mind-set	Identifies opportunities to expand and develop the business offering by having an understanding of the process of the business, the direction it is heading and the needs of the customer.

The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.