



Position Description

Nurse Assistant / Healthcare Assistant (incl Theatre)



| Position Details | |
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| Employee Name | |
| Position | Nurse Assistant / Healthcare Assistant |
| Main Location(s) | Auckland, Hamilton, Mt Maunganui, Wellington, Christchurch, Dunedin |
| Reports to | Nurse Team Leader |
| Direct Reports | None |
| Key Internal Relationships | Doctors Nurse Team Laboratory Team Counsellors Business Support |
| Key External Relationships | Patients Patients' families and partners Other health service providers Laboratory test providers Suppliers for Theatre/ Admin |

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to support positive health outcomes and levels of satisfaction for patient through assisting nurses in their provision of excellence in nursing.

The role has two key areas of contribution:

1. To support the nursing team by undertaking tasks and responsibilities that can allow the RNs to work more directly on clinical issues
2. To provide administration support to the nursing team so that information flow and nursing operational processes are smooth, efficient, confidential and providing high levels of patient service.

Contribution to our Values

CARE is demonstrated by:

- Understanding and respecting the differing patient needs for communication and support
- Acting with accuracy, courtesy and diligence at all times

RESPONSIVENESS is supported/demonstrated by:

- Providing a support services that understand differing nursing or medical procedures
- Working positively within a multiple demand work environment
- Supporting colleagues to provide consistent quality service

EXCELLENCE is supported/demonstrated by:

- Looking for ways to improve service and support
- Continuous focus on achieving high standards



| Key Accountabilities | |
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| Te Tiriti O Waitangi | Expected Outcomes |
| <ul style="list-style-type: none"> Supports the pursuit of Māori health gains. Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity. Enables Māori self-determination with the ability to exercise authority over their treatment according to Māori philosophies, values and practices including tikanga Māori. | <ul style="list-style-type: none"> Māori and Māori communities can exercise their authority to improve their health and wellbeing. We have a fair and sustainable system which delivers more equitable outcomes for Māori. Racism and discrimination in all its forms is addressed. The inclusion and protection of hauora Māori (Māori philosophy comprising of the physical, mental, family and spiritual dimensions) and mātauranga Māori (Māori knowledge and understanding). |
| Theatre Preparation | Expected Outcomes |
| <ul style="list-style-type: none"> Ensure the availability of clean, stocked, functioning equipment Completely prepare theatre in advance of the procedure time Monitor and replenish all theatre supplies at the end of each list | <ul style="list-style-type: none"> All equipment checked per required schedule (daily/weekly/monthly) and logged All equipment available and in working order Exceptional neatness and hygiene No delays due to theatre not being ready |
| Management of Medications | Expected Outcomes |
| <ul style="list-style-type: none"> Ensure that all controlled drugs are checked at the end of each day as per the policy Ensure that the stock levels of medicines held in theatre are maintained | <ul style="list-style-type: none"> Medication needs are anticipated, and all medications are available when needed |
| Patient Preparation | Expected Outcomes |
| <ul style="list-style-type: none"> Introduce self to clients pre-operatively; offers support and reassurance; answers queries or finds out answers Takes vital signs pre-op and documents on IV sedation sheet as delegated by a registered nurse Liaise with nurses if levels fall outside FA's guidelines Ensure the patient has been NBM and document on IV sedation sheet where appropriate Ensure that pre-med administration procedure is followed Check and note any allergies on Sedation sheet. Guide the patient step by step through the FA Care After Egg Collection information and OHSS information. Assists the client into theatre and onto the theatre bed with consideration for dignity and modesty Assists Doctor with equipment needed for procedure | <ul style="list-style-type: none"> Patients feel welcomed and supported throughout the procedure Patients feel treated with dignity and respect as individuals All information documented fully and accurately. Patients understand after procedure care and what they need to do. Doctors feel fully supported by the professionalism, actions and support provided in OR All protocols followed |



Employment Agreement: APPENDIX 2

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| <ul style="list-style-type: none">Assists Doctor with scanning for ER/TERAssists Doctor with Gynae procedures as per FA protocol.Provides support for patients/partners/family throughout the procedures. | |
| Operative Support | Expected Outcomes |
| <ul style="list-style-type: none">Assists the patient into the correct position for the procedure with the assistance of the RN.Acts as the support person to the patient throughout the procedure, providing service and support and taking into account the emotional needs of the patient.Communicates with the Operating Doctor as necessary regarding the patient's condition and with the RN as necessary to ensure the patient's comfort and safety.Responds to and supports the Doctors and RNs with any emergency/non planned situation.Assists the patients from the table and operating theatre to minimise risk of injury and enhance patient dignity. | <ul style="list-style-type: none">Patients feel confident about the level of care and feel supported physically and emotionally.All unexpected incidents dealt with promptly and appropriately.High levels of communication between Doctors/Nurses |
| Documentation and Post-operative Care | Expected Outcomes |
| <ul style="list-style-type: none">Ensures that the patients notes are easily accessible for the duration of the procedure and remains with theatre notes at all times.Provide post-operative support in the recovery room for patient and for the partner/family member.If the patient is going on to another procedure, ensure that there is a complete and thorough handover.Complete the pre-discharge observations and liaise with the RN pre-discharge.Document on the IV sedation sheet observations on discharge and patient conditions.Complete MediTex keyword for discharge.Ensure that the recovery room is restocked and ready for the next patient. | <ul style="list-style-type: none">Patients & partners feel supported throughout the processAll pre and post operative documentation is completed in accordance to Fertility Associates policy.Confidentiality and privacy maintained at all times.All legal requirements are met.Recovery room always neat, tidy, restocked and ready for the next patient at all times. |
| Nursing Team Administration Support | Expected Outcomes |
| <ul style="list-style-type: none">Answer incoming calls/clear voicemails, register in MT the nurse to call back or transfer to appropriate person.Follow up on patient queries as appropriate.Management of patient filesRecording accurately in MediTexAssist with the management of the Warrant of FitnessManage Invitae test kits | <ul style="list-style-type: none">All callers and visitors welcomed with warmth and courtesy.Prompt and effective message recording or transfer.Accurate records of files and locations in MedTechWaiting areas all welcoming and tidy.Scan room well stocked.WOF, Day 1 administration completed quickly and efficientlyProviding support to registered nurses to allow them complete other tasks |



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| <ul style="list-style-type: none">• Manage received fertility medication• Courier medication as required• Assist with invoicing patients and receipt payments.• Keep waiting room area/scan room tidy.• Provide support to the Nurse Team Leader as required in general administrative duties such as:<ul style="list-style-type: none">○ Filing○ Photocopying○ Updating files○ Ordering stationery○ Printing work lists○ Producing Day 1 paperwork | <ul style="list-style-type: none">• Providing support to the Team Leader to address leadership tasks |
| Communication & Teamwork | Expected Outcomes |
| <ul style="list-style-type: none">• Works co-operatively and constructively with other team members to achieve objectives.• Builds effective respectful working relationships with key stakeholders.• Goes the extra mile to assist others - proactively helps and supports colleagues.• Communicates directly, honestly and respectfully.• Actively seeks feedback to improve and gives constructive, respectful feedback to others. | <ul style="list-style-type: none">• Key stakeholders such as colleagues and patients feel respected, heard, and valued.• Team engagement scores in communication and teamwork measures are high.• Is clearly valued as a member of the team.• Key stakeholders recognise, respect and value how you contribute to the team.• Team performance is high, targets are met, and key measures are on track. |
| Compliance & Continuous Improvement | Expected Outcomes |
| <ul style="list-style-type: none">• Contribute to the continuous improvement of processes/protocols within FA• Follow the company safety policies for personal and patient safety• Seek and use performance feedback to improve own performance• Will bring things to others attention/ raise issues of concern and celebrate one another's achievements.• Shares knowledge and experience to help others do things better/more efficiently• Raise/report/escalate compliance issues or risks using the appropriate channels. | <ul style="list-style-type: none">• Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner.• Incident and quality reporting seen as process for improvement not 'blame'.• Comfortable asking questions, providing feedback, critique and new ideas.• All allocated training and compliance tasks are completed within given timeframes.• Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency. |
| Initiative, Accountability & Positive Attitude | Expected Outcomes |
| <ul style="list-style-type: none">• Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated.• Effectively plans and prioritises work in accordance with company and team goals/plans/objectives.• Well prepared and organized. Is punctual and responsive to the workload of others.• Displays optimism and perseveres in the face of setbacks/hurdles. | <ul style="list-style-type: none">• Achieves accuracy targets.• Finishes all allocated work efficiently and on time.• Works well without supervision.• Positive feedback from patients and colleagues.• Displays a helpful and courteous manner.• Willingly shares learning.• Collaborates with leadership to create learning/development plans and commits to achieving set goals. |



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| <ul style="list-style-type: none">Actively sets learning/development goals and drives own learning outcomes. | |
| Self-Managed, Positive, & Accountable Work Practices | Expected Outcomes |
| <ul style="list-style-type: none">Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated.Well prepared and organized. Plans ahead as much as possible. Carries out all responsibilities and action items in a purposeful way.Is punctual and responsive to the workload of others.Displays a positive viewpoint; sees the good in situations and how they can make things better – pushes through setbacks.Able to work confidently and effectively when TL is absent | <ul style="list-style-type: none">Achieves accuracy targets.Finishes all allocated work efficiently and on time.Works well without supervision.Positive feedback from patients and colleagues.Displays a helpful and courteous manner. |
| Self-Development | Expected Outcomes |
| <ul style="list-style-type: none">Develop own skills and knowledge through participation in clinic meetings, seminars, workshops and asking for help or coaching. | <ul style="list-style-type: none">Willingly shares learning.Shows initiative to grow and develop |



| Qualifications / Experience / Skills / Ability | |
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| Formal Qualifications | <ul style="list-style-type: none"> Minimum Highschool diploma |
| Experience | <p>Desired level of experience in a similar role:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Entry (0-1 Years) <input checked="" type="checkbox"/> Mid (1-5 Years) <input type="checkbox"/> Senior (5+ Years) <p>Experience in the following is <u>required</u>:</p> <ul style="list-style-type: none"> Previous experience as a healthcare assistant or similar role with transferable skills. <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> Previous work in a hospital or woman's health care setting. |
| Certifications / Licence Pre-requisites | <ul style="list-style-type: none"> Current CPR certification desirable |
| Technical / Legislative Knowledge Required | - |
| Systems / IT Platforms | <p>Standard business tools:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> MS Word (Intermediate) <input checked="" type="checkbox"/> MS Outlook (Intermediate) <input checked="" type="checkbox"/> MS Excel (Basic) <p>Other position specific requirements:</p> <ul style="list-style-type: none"> Experience with Salve and MediTex systems considered desirable |
| Physicality of the role | <ul style="list-style-type: none"> standing 60% of the day sitting 40% of the day carrying up to 5kg frequently/ often/ somewhat often/ rarely lifting up to 5kg frequently/ often/ somewhat often/ rarely bending, twisting somewhat often moving between areas somewhat often |
| Mental resilience required | <ul style="list-style-type: none"> Dealing with patients under stress Managing priorities and often working in a fast-paced environment |

| Review & Approval | | | |
|-------------------|------------------|-------|--------------|
| Last Reviewed by: | Nursing Director | Date: | xxxx |
| Approved by: | HR | Date: | May 30, 2024 |