

HEALTHCARE ASSISTANT



Reports to:	Facility Manager
Functional Relationships:	<ul style="list-style-type: none">• Residents and their families• Multidisciplinary Team• Kitchen and cleaning staff• Allied Health Professionals

Job purpose

The purpose of the position:

- To provide care needs to residents and participating effectively as a member of a multidisciplinary clinical team.
- Providing effective support that results in residents having optimal health, wellbeing and functional ability.
- Supporting the family/whanau of residents and ensuring that they also feel well supported.

Duties and responsibilities

1. Acts as a Clinical Resource

- Residents' conditions are observed and concerns or changes in condition are reported to nursing staff.
- They observe residents to determine the effectiveness of treatments and care plans. They can apply the plan to resident care. They communicate the effectiveness of plans to the Registered Nurse.
- Observations and resident information is correctly recorded into the information management system (eCase).
- Information is documented in line with the Clinic Records policy.
- Significant events and changes to resident's status or prescribed activities are documented in the resident's progress notes and reported to the MDT as appropriate.
- Is conscious of budget parameters and delivers activities within budget.
- Observes changes in resident's health status and makes changes to resident care plan in consultation with Registered Nurse or other activities team members.
- A minimum formal document review is undertaken whenever resident needs change.
- Reviews care plans and activities programmes to determine if they achieve resident goals.

2. Supports daily functioning

- Encourage residents to make decisions that promote independence. They achieve this by ensuring that residents make their own decisions about their daily needs, such as what to wear and how to style their hair.
- Residents' showers and personal cares needs, specifically hygiene and grooming needs, are met as identified in the resident care plan. This includes mobilising, washing, toileting, shaving, brushing of hair and teeth, eating and drinking and applying topical creams (as directed by a Registered Nurse).
- Residents' personal preferences are reflected in care delivery, i.e. clothing choices, makeup, jewelry.
- Supports the socialisation of residents and encourages interaction and communication between residents.
- Supports residents to use assistive equipment to enhance their mobility.
- Applies the clinical multidisciplinary care plan to effectively establish a daily routine with the resident.

3. Supports Planning Care

- Provides input to ensure that effective care plans are in place to meet residents' needs.
- Identifies residents' basic needs and assists the Registered Nurse with appropriate care planning.
- Assists Registered Nurse with evaluation of nursing interventions.
- Assists with communicating the plan of care to other members of the multidisciplinary team.

4. Clinical Practice/Support

- Identifies emergency situations and finds appropriate help as soon as possible, minimising the likelihood of negative outcomes.
- Works within the responsibilities and scope of their role at all times.
- Accurately documents resident monitoring records, e.g. weight chart, fluid balance chart, food chart.
- Participates in the handover of residents at change of duty.
- Checks/restocks supplies as required.
- Can effectively describe potential risks and knows how to identify, report and minimise risk. This includes recognizing and reporting risks and changes for a resident.
- Can describe pre-packaged medication and the process for its use.
- Describes the immediate response to the death of a resident.
- Has knowledge of interventions to assist residents with incontinence.
- Positive outcomes for the resident are achieved as a result of care delivery.

5. Cultural Awareness

- Identifies the impact of culture on the support needs of a resident.

- Understands why the physical, emotional, spiritual and cultural needs of residents are important in resident care.
- Attempts to understand cultural requirements of the residents and put this into practice. For example, they may incorporate Tikanga best practice to meet residents assessed needs, may introduce cultural needs into support plans, may learn basic greetings and use this to greet residents or their family/whanau.

Key competencies

1. Resident Focus

- Understands that they are working in the resident's home and they need to feel comfortable.
- Treats residents with respect and upholds their dignity.
- Respects residents' rights to privacy.
- Builds a relationship with families.
- Support residents to solve problems.
- Responds to residents' requests.
- Finds effective ways to communicate with residents who have a communication disability.

2. Teamwork, Interpersonal skills and communication

- Demonstrates a caring and empathetic attitude at all times.
- Actively participates as a team member.
- Demonstrates an ability to communicate with others.
- Recognises and encourages own team efforts.
- Expresses disagreement with others tactfully and politely.
- Willingly participates in staff meetings.

3. Excellence and Improvement

- Identifies ways to improve own practice.
- Attends compulsory in-house training.
- Works under pressure and is able to adapt to change.

4. High Personal standards

- Presents in a neat and tidy manner and in correct uniform as per Radius policy at all times.
- Is punctual and reliable.
- Is honest and open.
- Is reliable and able to complete tasks without constant supervision.

- Maintains confidentiality at all times.

5. Health and Safety

- Always uses equipment safety and reports faults promptly.
- Maintains a safe and secure environment for residents.
- Understands and follows all employee health and safety responsibilities.
- Reports and documents incidents, accidents and near misses promptly.
- Maintains a reasonable level of fitness due to the nature of the role. Must be able to perform required duties.

6. Quality

- Describes infection control requirements and follows requirements.
- Has a working knowledge of Radius policies and procedures.
- Participates in quality initiatives.
- Understands the complaint process and refers all complaints to senior staff.
- Follows infection control policies and procedures at all times, minimizing the risk of transmission and infection.

Education and experience

1. Education and Qualifications

- Appropriate qualification or experience, OR a great attitude and willingness to learn the position.