



HEALTHCARE ASSISTANT [SILVER] - JOB DESCRIPTION

Reports to:	Facility Manager	
Facility:		
Functional Relationships	Internal: <ul style="list-style-type: none"> ▪ Multidisciplinary Team ▪ Kitchen and cleaning staff ▪ Allied Health Professionals Committees: <ul style="list-style-type: none"> ▪ Health & Safety committee ▪ Infection Control committee ▪ Restraint Minimisation & Safe Practice Committee 	External: <ul style="list-style-type: none"> ▪ Residents ▪ Families/whanau ▪ Health Professionals

Main Purpose of the Position

The primary purpose of this role is to work effectively as a Healthcare Assistant. This is achieved by:

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

KEY ACCOUNTABILITIES

Accountability: Acts as a Clinical Resource

Acts as a resource to the multi-disciplinary team by demonstrating effective and efficient care delivery. Provides a high standard of basic nursing care to residents under the direction and supervision of a Registered Nurse.

Key Result Areas:

- Observes residents' conditions, and promptly reports concerns or changes in condition to nursing staff.
- Observes residents to determine the effectiveness of treatments and care plans. Can apply the plan to resident care. Can communicate the effectiveness of plans to the Resident Nurse.
- Observations and resident information is correctly recorded into the information management system (eCase).
- Information is documented in line with the Clinic Records policy.

Accountability: Supports daily functioning

Residents are appropriately supported in their daily life. This includes hygiene and grooming, socialisation with other residents, activities, orientation to the facility and responding to information needs.

Key Result Areas:

- Encourage residents to make decisions that promote independence. Ensure 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, jewellery.
- 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.

Accountability: Supports Planning Care

Effectively supports the Registered Nurse with the planning care requirements of the residents

Key Result Areas:

- 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.

Accountability: Clinical Practice/Support

Has a high standard of practice and works effectively within the scope and responsibilities of their position

Key Result Areas:

- 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.

Accountability: Cultural awareness

Has a basic understanding of the needs of different cultural groups and how to tailor care around this

Key Result Areas:

- 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 resident's assessed needs, may introduce cultural needs into support plans, may learn basic greetings and use these to greet residents or their family/whanau.

KEY COMPETENCIES**Competency: Resident Focus**

Always focusing on our individual residents' needs

- Understands that this is the resident's home and they should be made to feel comfortable.
- Treats residents with respect and upholds their dignity. Adheres to the Resident Code of Rights.
- Respects residents' privacy and confidentiality.
- Builds rapport with families/whanau and offers support as required.
- Supports residents to solve problems.
- Handles difficult residents well and seeks assistance if required.
- Responds to residents' requests and provides residents with information that they would find useful.
- Finds effective strategies to communicate with residents who have a communication disability.
- Answers the call bell in a timely manner.

Competency: Teamwork, Interpersonal skills and Communication

Works with others to build a strong team and good working relationships

- Demonstrates a caring and empathetic attitude at all times.
- Actively participates as a team member.

<ul style="list-style-type: none"> ▪ 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.
<p>Competency: Excellence and Improvement Has a commitment to excellence and continuous improvement in all work areas</p>
<p>Excellence and Improvement</p> <ul style="list-style-type: none"> ▪ Identifies ways to improve their own practice. ▪ Attends regular in-house training as required. ▪ 100% attendance of compulsory training each year. ▪ Works under pressure and is able to adapt to change.
<p>Competency: High Personal Standards Behaves in a way that reflects professionalism, integrity and honesty at all times</p>
<ul style="list-style-type: none"> ▪ 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 able to complete tasks without constant supervision. ▪ Maintains confidentiality of the business at all times.
<p>Competency: Health and Safety</p>
<ul style="list-style-type: none"> ▪ Can describe principles behind Health & Safety measures. For instance, can explain when and why it is necessary to use supportive equipment. ▪ Always uses equipment safely and reports faults promptly. ▪ Maintains a safe and secure environment for residents. ▪ Understands and follows all employee Health and Safety responsibilities. ▪ Promptly reports and documents incidents, accidents and near misses. ▪ Maintains a reasonable level of fitness due to the nature of the role. Must be able to perform required duties.
<p>Competency: Quality</p>
<ul style="list-style-type: none"> ▪ 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.

KNOWLEDGE, SKILLS, QUALIFICATIONS AND ATTRIBUTES

<p>Education and Qualifications</p>	<ul style="list-style-type: none"> ▪ Level 2 Certificate in Health and Wellbeing (or equivalent) OR ▪ If employed by Radius Care as of 1 July 2017, 3 to 8 years of continuous service at Radius Care in a Care and Support position
<p>Attributes and skills</p>	<ul style="list-style-type: none"> ▪ Positive attitude ▪ Empathy with older people ▪ High level of spoken and written English and numeracy

Employee Name (print): _____

Employee Signature: _____

Date: _____

Manager Name (print): _____

Manager Signature: _____

Date: _____

The job description is designed to give an overview of the role. However, you may be asked to carry out other tasks as reasonably directed.