

Role Description

Position Title: Health Care Assistant – Inpatient Unit (IPU)
Location: Nelson
Reporting to: Clinical Nurse Leader

Position Objective
To provide a professional, respectful and caring health care assistant service to hospice patients in the inpatient unit. To take direction from and assist the Registered Nurses and broader Medical team in the delivery of daily tasks. To be a supportive and cooperative team member with work colleagues and the broader multidisciplinary team. To focus on providing optimum end of life care to all. To be an ambassador for hospice.

Our Values – The Things We Care About	
Respect & Dignity	Respect and dignity commits us to honour the autonomy and worth of all people and to work within a model of partnership. This requires us to acknowledge that each person is unique with their own physical, emotional, spiritual and cultural strengths and needs.
Advocacy	Advocacy encourages us to ensure that there is fairness and equity of access and care to our services for everyone in our community. It also means that we have supportive networks to ensure all voices are heard and individual rights are upheld.
Compassion	Compassion compels us to be sensitive and supportive to one another, patients, families Whānau, friends, staff, volunteers and colleagues.
Quality	Quality demands a commitment to excellence through sharing knowledge, skills and expertise with other health care providers and each other. We strive to provide best practice (competent care) through ongoing quality improvement in all aspects of our work.
Trust	Trust underpins our values of compassion, quality, advocacy, respect and dignity by ensuring that we sustain a commitment to integrity and honesty.

Key Accountabilities & Expected Results	
Accountability	Key Tasks Include
Optimum Patient Care	<ul style="list-style-type: none"> Provide personal care to assigned hospice patients under the guidance and direction of the Registered Nurse on duty. Provide support for the patient and their family under the supervision of the Registered Nurse on duty. Fulfil reasonable tasks as directed by Registered Nurses on duty to ensure a supportive environment for patients and their families.
Optimum Running of the IPU	<ul style="list-style-type: none"> Assist with general tasks as required in order to keep the IPU running smoothly – examples include but are not limited to: Ensuring all utility rooms are well stocked, clean and tidy.

Key Accountabilities & Expected Results	
Accountability	Key Tasks Include
	<ul style="list-style-type: none"> All equipment is used as per instructions and any faults / repairs are promptly advised to the maintenance person. The loan equipment shed is monitored regularly when needed, providing it is safe to do so and adheres to NTH H&S guidelines. Details of loaned equipment is recorded in line with hospice policy. Supporting and working effectively alongside volunteers.
Quality Standards, Compliance & Continuous Improvement	<ul style="list-style-type: none"> Actively participate in audit reviews, peer reviews, education sessions, performance appraisals, quality improvement and general staff development programmes; regular attendance at palliative care in-service education expected. Consistently perform in line with service standards, organisation objectives and hospice philosophy. Consistently maintain expected personal and professional boundaries. Adhere to all organization policy and procedures including Health & Safety and Infection Control. Report any unsafe conditions or practices.
An Active & Supportive Team Member	<ul style="list-style-type: none"> Develop effective and supportive relationships across the hospice team with a particular focus on fellow Health Care Assistants and Nurses working in the IPU. Effectively manage workload and impact on team members by completing tasks in a logical manner; seek guidance as and when required. Attend meetings as required e.g. staff, multidisciplinary. Ensure the most efficient organization of resources.
Any Other Reasonable Duties	<ul style="list-style-type: none"> Any other reasonable duties (that do not require specialist training or qualifications not held by the HCA) as required in order to support a happy, safe and high performing work environment. Meet employee obligations in accordance with Appendix 1

Important Working Relationships
<p>Internal</p> <ul style="list-style-type: none"> Clinical Nurse Leader Palliative Care Nurses – Inpatient Unit Community Care Coordinators Fellow Health Care Assistants Allied Health Professionals – Social Work, Chaplain, Bereavement Chief Executive Officer IPU Volunteers Administration <p>External</p> <ul style="list-style-type: none"> Patients Patient Family / Whanau Manuka Street hospital Staff

Experience/Qualifications

- Previous care giving experience – preferred.
- Previous experience in palliative care – desirable.
- Caregivers Certificate – desirable.

Skills & Personal Attributes

- A genuine passion to provide high quality care to patients with a life limiting illness.
- A genuine commitment to support patients make the most of every day, whatever this might mean for them.
- Thinks logically and delivers tasks in a way that makes sense; actions support efforts of the broader team to offer optimum care to patients and their families; seeks guidance if ever in doubt.
- Able to cope with unpredictable demands and be flexible in a constantly changing environment.
- Able to take direction from Registered Nurses on duty.
- A good team player – aware of the impact of their actions, decisions and organization abilities on others.
- A warm, empathetic communication style.
- High integrity and levels of professionalism demonstrated at all times.
- Demonstrates life skills and maturity
- Competent PC and technology skills preferred e.g. use a patient database, send emails, manage electronic calendars.
- NTH has a no lift policy and adheres to the H&S act in regard to the safety of patients and staff. A moderate level of physical fitness is required.
- Be a willing to attend and adopt training to best practice, and improvement efforts in the hospice team – committed to the organization and its staff operating in the best ways possible.
- Knowledge of the Treaty of Waitangi principles and its application in respectfully meeting the needs of Maori.
- Respectful of the many cultures that may cross our path – able to tailor style and manner appropriately.
- Able to navigate around using computers, emails.

APPENDIX 1

General Responsibilities of an Employee of Nelson Tasman Region Hospice Trust

The following responsibilities are shared by all Nelson Tasman Hospice staff – please read this section carefully as it contains important information that applies to your role every day.

General Responsibilities	
Accountability	What's Expected of You
Professional Standards	<ul style="list-style-type: none"> • Keep yourself up to date on knowledge, best practices and legislation relating to your work. • Make a personal contribution towards effective and efficient working relationships within your team and with other NTRHT / NMDHB departments. • Ensure you carry out your work in a way that is customer-focused and meets professional standards. • In conjunction with your manager, identify your own training needs and plan to meet these needs. • Manage your own time and prioritise your work effectively.
Legislation, Regulations and Company Policies	<ul style="list-style-type: none"> • Be familiar with and adhere to the provisions of: • all relevant acts and regulations • all company, hospital and department policies • relevant procedure manuals • the "Employee Obligations" which accompany the NTRHT Disciplinary Policy and Procedures
Risk Management	<ul style="list-style-type: none"> • Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced. • Adhere to manual handling regulations • Be especially aware of those risks which have high cost or safety implications. • Complete an accident/incident report for any accident, incident or near miss which has taken place at work. • Respond to complaints according to appropriate policies.
Occupational Health & Safety	<ul style="list-style-type: none"> • NTH is committed to support employee health & wellbeing • Carry out your work in a healthy and safe manner. • Encourage and assist others to work in the same way. • Report and rectify any unsafe workplace conditions/practices. • Complete an accident report for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours. • Co-operate with, support and promote occupational health and safety actions and initiatives in the workplace.

General Responsibilities	
Accountability	What's Expected of You
	<ul style="list-style-type: none"> • Read and understand the health and safety manual, any relevant chemical information, and the emergency plan. • Keep your knowledge of identified hazards up to date.
Uniforms	<ul style="list-style-type: none"> • A uniform allowance is supplied by NTRHT. Staff are able to choose from a designated range of clothing from catalogues held by the Trust or purchase their own following NTRHT dress code guidelines i.e. Sensible tops both colour and style wise. (No see-through, overly flowing/floaty materials or garish colours please). Navy/black dress pants, dress shorts (longer length) and skirt. No jeans or denim, or patch pockets etc. No open toe shoes to be worn. • A reimbursement up to the allowance limit, (provided the garments purchased meet dress code), will be given on set up and then a yearly allowance will be available from the anniversary of commencement.
Security	<ul style="list-style-type: none"> • Wear your identification badge at all times when on site or when carrying out official duties. • Notify HR of any changes required for your ID badge. • Report any suspicious or unusual occurrence to your Manager • Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.
Confidentiality	<ul style="list-style-type: none"> • Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information. • Strict confidentiality of patient, applicant and employee's information is maintained at all times.
Treaty of Waitangi	<ul style="list-style-type: none"> • Nelson Tasman Region Hospice Trust is committed to its obligations under the Treaty of Waitangi. • As an employee you are required to give effect to the principles of the Treaty of Waitangi, Partnership, Participation and Protection.