

Position holder (title)	Care Associate
Reports to (title)	Clinical Nurse Manager – Wairoa
Department / Service	Community, Women and Children Directorate Health Services
Purpose of the position	<ul style="list-style-type: none"> ▪ Provide clinical, clerical and technical support to nursing and other professional staff working within the multidisciplinary team. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes Medical Service (as delegated). ▪ To support the delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. ▪ To recognise and support the delivery of the Hawkes Bay Health sector vision

Working Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Patients/Consumer/Tangata Whaiora ▪ Service Management team (i.e., Nurse Director, Clinical Director, Service Director) ▪ Wider Organisational Nursing team (i.e., Nurse Educators, Clinical Nurse Specialists, Nurse Practitioners, Registered and Enrolled Nurses) ▪ Chief Nursing Officer ▪ Allied Health Staff ▪ Medical Staff ▪ Other team members (i.e., Care Associates, Nursing students) ▪ Administration staff ▪ Procurement staff ▪ Biomedical Services 	<ul style="list-style-type: none"> ▪ Families/whanau and caregivers ▪ Health providers outside of HBDHB ▪ NZNO

Dimensions

Expenditure & budget / forecast for which accountable	Nil
Challenges & Problem solving	N/A
Number of staff reports	Nil
Delegations & Decision	Care Associates as unregulated health care workers work under the direction and delegation of registered nurses.
Other Indicators	N/A

Our shared values and behaviours



1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

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| <p>Welcoming</p> <ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles <p>Respectful</p> <ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity <p>Kind</p> <ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana <p>Helpful</p> <ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others | <ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive |
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1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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| <p>Positive</p> <ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions <p>Learning</p> <ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' <p>Innovating</p> <ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change <p>Appreciative</p> <ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions | <ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate |
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1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

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| <p>Listens</p> <ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify <p>Communicates</p> <ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent <p>Involves</p> <ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part <p>Connects</p> <ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork | <ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism |
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1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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| <p>Professional</p> <ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable <p>Safe</p> <ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well <p>Efficient</p> <ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt <p>Speaks up</p> <ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern | <ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour |
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Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay
Rārangate tira

Tauwhiro

He kauanuanu

Ākina

Key Accountabilities

CLINICAL SUPPORT	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ By assisting professional staff in the provision of patient care and related activities as delegated by and under the supervision of the Registered ▪ By treating patients with respect and dignity and with confidentiality. ▪ By completing core tasks, as approved in the HBDHB task list, which are responsive to patient needs and in line with the philosophy of the right care, right place and right time. ▪ Ensuring patient comfort. ▪ Mandatory compliance, health and safety, infection control and manual handling. ▪ To complete specific technical tasks once training has been completed and deemed competent by task list. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Peer feedback on team work and assistance. ▪ Patient/family feedback on responsiveness to needs. ▪ Clinical Nurse Manager ▪ Feedback on: <ul style="list-style-type: none"> – Effectiveness of care provision – The willingness to assume responsibility for core tasks as approved in the HBDHB task list. ▪ Completion of training for approved HBDHB core tasks / mandatory training
CLERICAL SUPPORT	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Demonstrating responsibility for: <ul style="list-style-type: none"> - Photocopying - Faxing - Filing and assist with health record management - Managing stationery supplies - Privacy of patients records 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Clinical Nurse Manager ▪ Feedback on: <ul style="list-style-type: none"> - Willingness to assume responsibility.
TECHNICAL SUPPORT / SUPPLIES MANAGEMENT	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Demonstrating responsibility for the correct cleaning of equipment. ▪ Assist with the ordering/management and delivery of stores /supplies ▪ Demonstrating responsibility for storing equipment/supplies correctly. ▪ Ensuring any faulty equipment or unit fittings are identified and reported to the Registered nurse and/or CNM. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Clinical Nurse Manager feedback on: <ul style="list-style-type: none"> - Willingness to assume responsibility.

INTERPROFESSIONAL HEALTH CARE and QUALITY IMPROVEMENT

Evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the health care team.

Tasks (how it is achieved):

- Providing guidance and support to all team members including nursing students
- Maintains and documents information necessary for continuity of care.
- Develops discharge plans in consultation with the patient and other team members
- Contributes to the coordination of patient care to maximise health outcomes
- Participates in quality systems, including standards of practice and service standards
- Demonstrates an understanding of quality improvement principles with translation into nursing practice

How it will be measured (KPI):

- Evaluated through evidence of competence by:
 - Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)
 - Three yearly review against all Nursing Council RN competencie
- Evaluated through feedback from team members including students
- Evaluated through:
 - Participation in the Quality Improvement processes
 - Timely completion of trendcare data & compliance with inter-rater reliability testing (in areas utilising this system)

PATIENT SAFETY

Tasks (how it is achieved):

- Demonstrates the use of patient safety mechanisms to identify near misses
- Participation in multi-disciplinary meetings and systems

How it will be measured (KPI):

- Evaluated through evidence of competence by:
 - Self assessment against all Nursing Council RN competencies (illustrated through the Nursing Professional Development Recognition Programme [PDRP] at level 2)
 - Three yearly review against all Nursing Council RN competencies.
- Evaluated through:
 - Timely utilisation and completion of patient safety tools e.g., Event Report, Medication Errors, Falls, EWS
 - Evaluated through documentation audits
 - Feedback from team members

OCCUPATIONAL HEALTH & SAFETY

Tasks (how it is achieved):

- Displays commitment through actively supporting all health and safety initiatives
- Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision
- Ensures own and others safety at all times
- Complies with policies, procedures and safe systems of work
- Reports all incidents/accidents, including near misses in a timely fashion
- Is involved in health and safety through participation and consultation

How it will be measured (KPI):

- Evidence of participation in health and safety activities
- Demonstrates support of staff/colleagues to maintain safe systems of work
- Evidence of compliance with relevant health and safety policies, procedures and event reporting

Key Competencies

CUSTOMER SERVICE	
Tasks (how it is achieved): <ul style="list-style-type: none">▪ Open and responsive to customer needs▪ Demonstrate an understanding of continuous quality improvement	How it will be measured (KPI): <ul style="list-style-type: none">▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers▪ Identifies customer needs and offers ideas for quality improvement▪ Effective management of customers/situations

ENGAGING EFFECTIVELY WITH MĀORI	
Tasks (how it is achieved): <ul style="list-style-type: none">▪ Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori▪ Is visible, welcoming and accessible to Māori consumers and their whānau▪ Actively engages in respectful relationships with Māori consumers and whānau and the Māori community▪ Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience▪ Actively facilitates the participation of whānau in the care and support of their whānau member	How it will be measured (KPI): <ul style="list-style-type: none">▪ Accelerated health outcomes for Maori▪ Evidence of positive feedback from Māori consumers and whānau, and colleagues▪ Evidence of collaborative relationships with Māori whānau and community/organisations▪ Evidence of whānau participation in the care and support of their whānau member

HEALTH AND SAFETY STATEMENT
<ul style="list-style-type: none">▪ Takes reasonable care of your own health and safety▪ Ensures that your actions or omissions, do not adversely affect the health and safety of other persons▪ Complies with reasonable instructions given by HBDHB▪ Co-operates with health and safety policies or procedures

Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Maori	<ul style="list-style-type: none"> ▪ Demonstrates the ability to engage effectively with Māori consumers (patients/families/whanau) ▪ Demonstrates ability to apply the Treaty of Waitangi within the Service
Business / Technical Skills (eg, computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> ▪ Understanding of the needs of other cultures, including lifestyle, spiritual beliefs and choices of others ▪ Ability to accept and respond to direction ▪ Sensitive to the needs of patients, staff and the public ▪ Ability to make an effective unit / team contribution to ensure excellent teamwork is supported ▪ Proven ability to communicate effectively ▪ Proven customer service skills ▪ Proven ability to adapt within a changing environment ▪ Ability to maintain confidentiality ▪ Computer and telephone skills
Experience (technical and behavioural)	<p>Shows commitment to, and demonstrates the behaviours of the health sector:</p> <ul style="list-style-type: none"> ▪ Tauwhiro (delivering high quality care to patients and consumers) ▪ Rāranga te tira (working together in partnership across the community) ▪ He kauanuanu (showing respect for each other, our staff, patients, and consumers) ▪ Ākina (continuously improving everything we do)
Desirable	
	<ul style="list-style-type: none"> ▪ An enthusiastic nature ▪ Basic problem solving skills ▪ Previous experience in the outpatients area ▪ A wish to develop technical skills in the outpatient area

Recruitment Details

Position Title	Care Associate
Hours of Work	42 hours per fortnight rostered rotating shifts
Salary & Employment Agreement Coverage	In accordance with the DHB's / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) \$36,230 - \$41,814 gross per annum according to qualifications and experience. Pro rata.
Date	June 2018