

# Health Care Assistant



## Role specification

### Role Title

Health Care Assistant

### Business Unit

Enliven

### Location

Enliven Home

### Reports to

Home Manager

## Purpose of the role

To support elders to maintain their independence, activities of daily living and their chosen lifestyle in a safe, secure and supportive home environment in a way that meets the Eden principles and the Domains of Wellbeing. All health care assistants (HCAs) will work under the direction and delegation of the registered nurse (RN).

This job description contains the accountabilities for HCAs from entry level to New Zealand Certificate in Health and Wellbeing Level 4. As each qualification is attained, it is expected that the additional skills learned will be put into practice.

All HCAs need to hold at least a NZ Cert H&W Level 2 or equivalent. Once this qualification has been gained and the competency at that level attained, staff will be offered the opportunity of higher qualifications. These come with an expectation that the skills learned in these qualifications will be put into practice.

HCAs with entry level and with a Level 2 qualification are expected to work under direction, follow instructions and abide by policies and procedures.

Those who have attained Level 3 or equivalent will be expected to undertake all accountabilities listed against the Level 2 section and those in the Level 3 section. By this stage, staff will have gained competencies and be applying learned skills in activities such as (but not limited to) medicine administration and including recognising and report changes in the health status of the elderly. They will be working independently and be able to make suggestions to improve the wellbeing of elders. They will contribute to orientation of new staff.

Those who have gained a Level 4 or equivalent qualification will meet all accountabilities listed in the Level 2 and 3 sections and those in the Level 4 section. By this stage staff will consistently demonstrate high standards of practice. They will always be a role model to others and be able to contribute to appraisals of other HCAs. They will be taking on portfolios such as Eden Champion or 2 continence



coordination. They will see improvements and take action to make appropriate changes. At this stage they will have complete responsibility of the quantity and quality of the output of their work.

## Key Accountabilities

### Supports elders to have autonomy

#### Level 2

- Supports elders to keep themselves clean and well-groomed
- Encourages elders to do as much as possible for themselves in a way that each elder chooses
- Gets to know each elder so know what they like and don't like, what time they want to get up, go to bed, what they like wearing etc.
- Understands and supports individual elder routines
- Encourages elders to make decisions about themselves, e.g. what to wear

#### Level 3

- Level 2 plus:
- Identifies what an elder can do for themselves and encourages that to occur safely
- Identifies what home duties elders can participate in and supports elders to do so

#### Level 4

- Level 2 and 3 plus:
- Coordinates work of team so that elder routines are followed
- Understands that elder wishes may change and can support staff to respond to those changes

### Supports elders to remain well and healthy

#### Level 2

- Follows direction and delegation from manager, CNM, CC and RN
- Understands and follows support plan for each individual elder
- Is aware of any needs the elder has such as but not limited to pain, discomfort, changes in behaviour
- Ensures clothes are clean, finger and toenails are clean and trimmed, dentures and teeth are clean, facial and head hair is clean and trimmed



- Develops skills and undertakes competency assessment to support RN in physical care such as (but not limited to) skin care, toileting, showering, dressing assisted eating, mobilising
- Notifies the RN key worker if elders require new clothing or toiletries

### Level 3

- Level 2 plus:
- Develops skills and/or competencies and undertakes competency assessment to support RNs in physical care such as (but not limited to) skin care, medicine administration, positioning, pressure relief, wound care
- Can describe and follows directions of allied health advisors such as (but not limited to) mobility, eating, positioning, activities of daily living
- Understands the process of dementia and develops skills required to support elders with dementia to remain as independent and autonomous as possible
- Recognises when an elder is unwell or presents differently to normal and reports immediately and documents observations

### Level 4

- Level 2 and 3 plus:
- Recognises when an elder is unwell or presents differently to normal and takes action and documents actions
- Develops skills to support elders and families who are in a palliative stage
- Can identify appropriate strategies to try when elders with dementia require encouragement to undertake essential activities of daily living e.g.: have a shower or sit and eat a meal
- Role models these to others

## Supports elders to have meaning in their lives

### Level 2

- Helps elders to continue to see or talk to their friends and encourages them to make new ones
- Supports elders to continue with their hobbies
- Helps elders to look after their pets

### Level 3

- Level 2 plus:
- Knows what elders are interested in and ensures they are meaningfully engaged with activities when they choose
- Follows the support plan regarding spiritual and cultural needs of the elder



#### Level 4

- Level 2 and 3 plus:
- Understands and can suggest improvements to the support plan and tree of life for elders
- Supports and encourages spontaneous activities
- Guides others to implement the support plan
- Makes recommendations to the RN key worker regarding directions to the HCAs in the support plan

### Supports elders by working as a team

#### Level 2

- Arrives and leaves work at the correct time
- Gives adequate notice if unable to attend work due to illness
- Reports back to CNM/CC/RN when there are any issues within the team
- Recognises any changes in elders and reports back to RNs
- Follows policy and procedures and Code of Conduct
- Helps other staff
- Responds to call bells irrespective of who is looking after the elders
- Maintains respectful communication with other staff at all times
- Fosters a support environment for new staff
- Completes all recording and reporting accurately and in a timely fashion

#### Level 3

- Level 2 plus:
- Identifies and recommends improvements in work processes
- Works proactively to resolve conflict with other staff and reports conflict to manager

#### Level 4

- Level 2 and 3 plus:
- Is a role model to other staff
- Supports new staff to orientate
- Coaches and mentors' other staff
- Contributes to performance appraisals if requested
- Contributes to the handover process, leading team conversations as required



## Supports elders to live in a vibrant, clean home

### All Levels

- Encourages elders to have their own belongings and decorations in their rooms and assists them to organise them
- Keeps home and equipment clean
- Takes responsibility for reporting any broken equipment and removes where there is potential risk of harm
- Uses resources economically
- Uses equipment in the correct manner

## Commitment to Eden Philosophy

### All Levels

- Eden Principles and Domains of Wellbeing are included each year in the mandatory training cycle for all staff.
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
- Support residents to maintain loving companionship
- Support residents to give as well as receive care
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake

## Take pride in the home and maintains quality focus

### Level 2

- Notices and acts when things could be done better
- Recommends improvements
- Recommends prevention strategies after incidents

### Level 3

- Level 2 plus:
- Undertakes QMP audits on request and identifies corrective actions

### Level 4

- Level 2 and 3 plus:
- Suggests quality projects that will enhance the living or working environment
- Actively participates in quality projects
- Holds a portfolio e.g. continence, Eden Champion, toiletries



## Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives
- Support a culture of wellbeing at PSC
- Role model good health and safety practice and behaviours
- Report all hazards, incidents, accidents and near misses
- Support managers and the organisation in remaining compliant to health and safety legislation

## Core Competencies

### Co-operation and Teamwork

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
- Is constructive in their feedback of team members; encourages others to do the same.
- Supports and helps other team members perform their tasks.
- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.
- Develops constructive working relationships with other team members.
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team.

### Commitment to Eden Philosophy

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- Support residents to give as well as receive care.
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.

### Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.



- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
- Adapts their approach to fit the situation they are in or the person they are with.
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations

### Taking Responsibility

- Is reliable - does what one says one will.
- Consistently performs tasks correctly - following set procedures and protocols.
- Perseveres with tasks and achieves objectives despite obstacles.
- Adjusts work style and approach to fit in with requirements.
- Is results focused and committed to making a difference.
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected

### Quality and innovation

- Sets high standards for self
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth.
- Provides quality service to those who rely on one's work.
- Looks for ways to improve work processes - suggests new ideas and approaches.
- Explores and trials ideas and suggestions for improvement made by others.
- Shows commitment to continuous learning and performance development.

## Person Specification

### Qualifications

Level 2 Health Care Assistant – Health and Wellbeing Level 2, no experience required

Level 3 Health Care Assistant – Health and Wellbeing Level 3, two years relevant experience required

Level 4 Health Care Assistant – Health and Wellbeing Level 4, four years relevant experience required





## Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

