



	<b>POSITION TITLE</b>	<b>Support Associate</b>		
	<b>DIRECTORATE</b>	Communities, Women and Children	<b>DEPARTMENT</b>	CHB Health Centre
	<b>REPORTING TO (operationally)</b>	Clinical Nurse Manager	<b>REPORTING TO (professionally)</b>	Clinical Nurse Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Central Hawke's Bay Health Centre in the Hawke's Bay District Health Board (HBDHB) Staff reporting - nil			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>Responsible for the provision of orderly and domestic work on a fixed term basis including the weekends and public holidays at the Central Hawke's Bay (CHB) Health Centre</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the CHB Health Centre service.</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Domestic Duties</b></p> <ul style="list-style-type: none"> <li>Active involvement within the health centre to maintain appropriate cleanliness and supplies to compliment the centres infection control activities and support clinical staff with patient care</li> <li>Provision of all cleaning duties in Inpatient ward, Outpatients, Laboratory and Radiology, Meeting rooms and offices and Community corridor and clinic rooms.</li> <li>Monitor and maintain adequate supply of basic ward resources as appropriate</li> <li>Removal and disposal of refuse and dirty linen, including biohazard and general waste.</li> <li>Clean and maintain equipment, and patient aids</li> </ul> <p><b>Orderly Duties</b></p> <ul style="list-style-type: none"> <li>Deliver supplies and stores</li> <li>Order and dispatch O2 cylinders</li> <li>Assist with security of buildings by securing doors, reporting maintenance and repairs</li> <li>Daily mail delivery</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>Communicate effectively with all team members, patients and the general public appropriately</li> <li>Regular communication with Clinical Nurse Manager,</li> <li>Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others.</li> <li>Demonstrates a commitment to and an understanding of biculturalism.</li> <li>Adheres to the Hawke's' Bay District Health Board Privacy/Confidentiality Code</li> <li>All incoming and outgoing communications are treated with confidentiality</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Open and responsive to customer needs</li> <li>Demonstrate an understanding of continuous quality improvement</li> </ul>			
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>HBDHB is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>Not to do anything that puts your own H&amp;S at risk</li> <li>Not to do anything that puts others H&amp;S at risk</li> <li>To follow all health and safety policies and procedures</li> <li>To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>			
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>Community, Women and Children Service Manager</li> <li>Clinical Nurse Manager</li> <li>Infection Control Coordinator</li> <li>Clinical Staff</li> <li>Administration Staff</li> <li>Patients</li> </ul>		<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>Public</li> <li>Visitors</li> </ul>	

<b>DELEGATION AND DECISION</b>	Works under the direction and delegation of Clinical Nurse Manager
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the E Tū Service and Food Workers Multi Employer Collective Agreement (MECA) according to qualifications and experience pro rata for hours worked
<b>DATE</b>	May 2020
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"><li>• Works within a specific clinical area within scope of practice specified by CNM</li><li>• Effectively managing time and prioritising workload to ensure work is completed within the agreed time.</li></ul>

## ESSENTIAL CRITERIA

### Qualifications

- NZCA Level 1 qualification achievement

### Experience

- Knowledge of infection control and prevention practice
- Knowledge of safe working practice including personal Protective equipment use.

### Key Attributes

- Excellent people relationship skills
- Empathy for people under stress
- Ability to manage multiple tasks in a timely manner
- A positive interactive attitude is displayed.

### Effectively Engaging with Māori

- 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

### Physical requirements for role:

Physically fit – able to spend up to 5 hours on feet, able to reach above shoulder height and carry up to 2kg in weight.

### Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination

## DESIRABLE CRITERIA

### Qualifications

- Level 2 or 3 NZQA Qualification

### Experience

- Experience in hospital cleaning
- Experience in the use of microfibre products



## Our Vision and Values

*Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

### RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.