



	POSITION TITLE	Support Associate		
	DIRECTORATE	Communities, Women & Children	DEPARTMENT	Wairoa Hospital and Health Centre
	REPORTING TO (operationally)	Maintenance & Support Staff Manager	REPORTING TO (professionally)	Maintenance & Support Staff Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<p>This role covers the Wairoa Hospital & Health Centre in the Hawke's Bay District Health Board (HBDHB)</p> <p>Staff reporting - Nil Direct - Nil Indirect</p>			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ Responsible for the provision of support services to staff and patients through domestic and orderly tasks at the Wairoa Hospital and Health Centre ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes in alignment with HBDHB Infection control and prevention principles and treaty of Waitangi 			
KEY DELIVERABLES	<p>Domestic duties</p> <ul style="list-style-type: none"> ○ Active involvement within the health centre to maintain appropriate cleanliness and supplies to maintain the centres infection control activities and support clinical staff with patient care ○ Provision of cleaning duties to delegated areas ○ Monitor and maintain adequate supply of basic ward resources as appropriate ○ Removal and disposal of refuse and dirty linen, including biohazard and general waste. ○ Removal and disposal of hazardous material i.e. broken glass ○ Prepare and send linen order for delgated area <p>Orderly duties</p> <ul style="list-style-type: none"> ○ Deliver supplies and stores ○ Deliver breakfast and lunch meals clearing disshes for return to kitchen ○ Assist with security of buildings by securing doors, reporting maintainence and repairs ○ Daily mail delivery to delgated areas ○ Driving errands and duties <p>Communication</p> <ul style="list-style-type: none"> ○ Communicate effectively with all team members, patients and the general public appropriately ○ Regular communication with Clinical Nurse Manager, ○ Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others. ○ Demonstrates a commitment to and an understanding of biculturalism. ○ Adheres to the Hawke's' Bay District Health Board Privacy/Confidentiality Code ○ All incoming and outgoing communications are treated with confidentiality <p>Customer Service</p> <ul style="list-style-type: none"> ○ Open and responsive to customer needs particularly patients. ○ Demonstrate an understanding of continuous quality improvement. ○ Excellent people relationship skills ○ Empathy for people under stress ○ Ability to manage multiple tasks in a timely manner <p>Note; a Wairoa Support Associates task list to guide daily duties in delegated areas is attached</p>			

HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ○ Not to do anything that puts your own H&S at risk ○ Not to do anything that puts others H&S at risk ○ To follow all health and safety policies and procedures ○ To follow all reasonable health and safety instructions ○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Facilities Maintenance and Support Staff ▪ Other members of Management Team ▪ All other Wairoa Hospital & Health Centre Staff ▪ HBDHB Infection Control Advisors 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/ Whanau (occasional) ▪ Delivery and waste contractors i.e. linen and waste
DELEGATION AND DECISION	<p>Works according to HBDHB Infection control and prevention policy, Hand Hygiene and glove use policy, Cleaning disinfection and sterilisation policy and best practices.</p>	
EMPLOYMENT AGREEMENT & SALARY	<p>In accordance with DHB/ETU Multi Employer Collective Agreement (MECA) according to qualifications and experience pro-rated for hours worked.</p>	
DATE	<p>May 2020</p>	
EXPENDITURE & BUDGET ACCOUNTABILITY	<p>N/A</p>	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Effectively managing time and prioritising workload to ensure work is completed within the agreed time. 	

ESSENTIAL CRITERIA

Experience

- Previous domestic or orderly experience
- Sensitive to the needs of patients, residents and clinicians onsite
- Sound knowledge of safe use of personal protective equipment.
- Ability to produce a consistently high standard of workmanship.
- Ability to work within timeframes and working under pressure.
- Ability to follow instructions – written and verbal

Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Ability to maintain confidentiality

Business / Technical Skills

- Full NZ drivers licence

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:

Agility	Able to kneel Able to squat
Fitness	Able to walk up 2 flights of stairs without stopping
Strength	Able to do at least 3 half press ups (i.e. on knees)

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 the use of microfibre products
- Problem solving skills
- An understanding of total quality management principles for continual service development.
- A commitment to a client-centred approach to service provision.

Business / Technical Skills

- Sound knowledge of record keeping and stock control.
- Basic computer knowledge for emailing, payroll etc.



Our Vision and Values

Te hauora o te Matau-a-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.



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



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



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



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