



JOB DESCRIPTION - HEALTHCARE ASSISTANT DUTY CALLS BUREAU

RESPONSIBLE TO: Duty Calls Bureau Consultant

FUNCTIONAL RELATIONSHIPS WITH:

- Clients
- HealthCare NZ colleagues
- Other Health Professionals
- Family Members
- Members of branch and support personnel

AIM OF POSITION:

To provide a high quality of care in accordance with HealthCare NZ Policy.

RESPONSIBILITIES:

1. Communication

- Communicates clearly with Duty Calls office staff including weekly notification of availability
- Able to listen to, and understand what other people are saying, checking for clarity when unsure
- Completes written requirements in an accurate and timely manner
- Respects others opinions.

2. Team Development

- Works with team members for the benefit of client outcomes

- Treats all team members with respect, dignity and trust
- Seeks help and advice from other team members when necessary
- Takes a fair share of less satisfying tasks.

3. Cultural Appropriateness

- Practices in a way that respects individual client identity, consulting with clients to ensure the care provided is appropriate
- Uses appropriate techniques to assist communication and behaviour for other cultures
- Has an understanding of the Treaty of Waitangi and incorporates this into the care they provide.

4. Self Management

- Adheres to all rules of confidentiality.
- Is aware of personal strengths and weaknesses and takes responsibility for own actions.
- Shows a willingness to learn from mistakes.
- Effectively manages time, ensuring assignment requirements are met.
- Is able to focus on the task/s at hand.
- Able to manage a case load efficiently and safely.

5. Health and Safety

- Uses equipment safely
- Aware of situations where protective clothing would be required in a clinical setting
- Practices Universal Precautions to minimise the spread of disease
- Identifies hazards and reports to appropriate personnel
- Follows the workplace they are assigned to requirements of health and safety

6. Learning & Adaptability

- Shows willingness to consider new ideas and ways of working
- Has the ability to be flexible in order to meet client needs

7. Technical Competence

- Client care is delivered in a safe and appropriate manner
- Able to support a client with a challenging behaviour to protect the client, self and others
- Able to provide information about client's through observation, reporting and recording.

PERSON SPECIFICATION

- Ability to communicate effectively verbally and in writing
- Demonstrates initiative
- Able to adapt to changes in work practice
- Sound time management skills.