



Te Marae Ora Cook Islands Ministry of Health (TMO)
GOVERNMENT OF THE COOK ISLANDS
 PO Box 109, Rarotonga Cook Islands Phone (682) 29664 www.health.gov.ck

POSITION SUMMARY

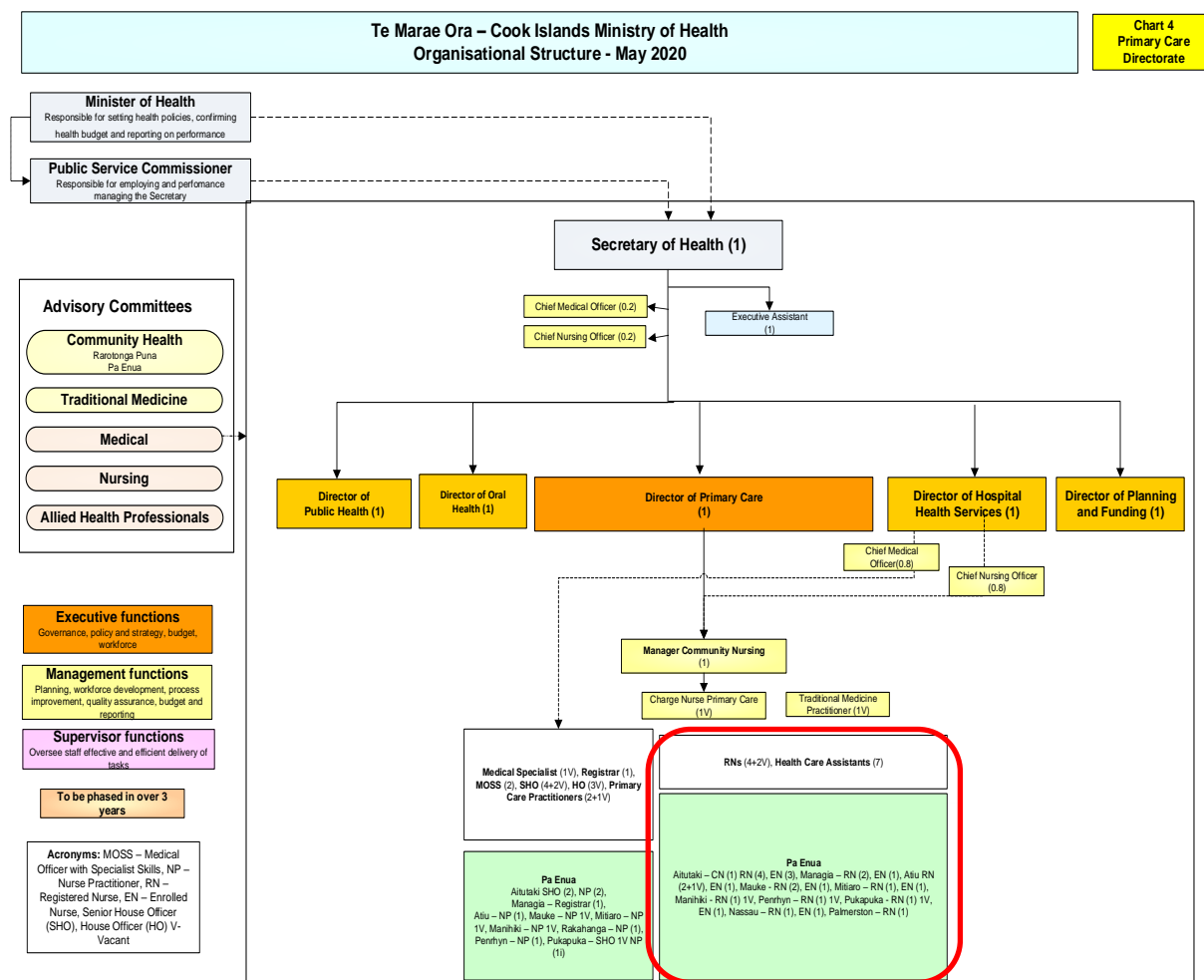
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|-------------------------|--|
| Job Title: | Health Care Assistant |
| Division: | Primary Care |
| Responsible To: | Charge Nurse Primary Care |
| Responsible For: | Nil staff |
| Job Purpose: | Health Care Assistants (HCAs) provide efficient and effective professional assistance to patients/families in hospital and community settings. HCAs are entry level members in the nursing health care team and are required to work under the supervision, direction and delegation of a Registered Nurse at all times. |
| Job Band: | C – O3 Trades 1 |
| Date updated: | May 2020 |

AGENCY VISION AND VALUES

Vision: All people living in the Cook Islands living healthier lives and achieving their aspirations.

Values: Respect, People focused, Equity, Quality, Integrity and Accountability

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

| KRAs for this position (maximum of 6) Job holder is account for: | Key Performance Indicators (SMART) Job holder is successful when: |
|---|--|
| <p>Operational support</p> <ul style="list-style-type: none"> • Works collaboratively with Nurses to ensure holistic and safe patient centred care • Assist with daily nursing duties and monitor patient vital signs • Support patient referrals between community and hospital settings • Implement nursing protocols and standards • Ensure confidentiality of patient information and maintain correct data on health information systems | <ul style="list-style-type: none"> • Provide a high standard of nursing care such feeding, toileting, showering, bed sponges and pressure area care • Report any observed changes to the nurse in charge and document on patient notes • Accompany patient to the laboratory, x-ray, ultrasound, theatre and pharmacy • Support the provision of accurate and reliable patient documentation • Patient records are maintained correctly and confidentially. |
| <p>Health responsiveness</p> <ul style="list-style-type: none"> • Report all workplace incidents, accidents and hazards immediately completing the relevant forms. • Ensure proper use of lifting equipment • Ensure Isolation procedures for identified medical conditions and any disease outbreak that poses a risk (ie. Hep B, MRSA, TB, HIV) using the right PPE • TMO Disaster/Emergency Plans are reviewed regularly | <ul style="list-style-type: none"> • Effectively applies knowledge and skills to carry out tasks safely without causing self and patient injuries. • Assist patients with mobility within the policy and procedures of TMO • Isolation procedures are followed and PPE is correctly utilised. • Participate in training and testing to support the implementation of TMO's Emergency and Disaster Plan. |
| <p>Teamwork</p> <ul style="list-style-type: none"> • Demonstrate the Public Service and TMO values and contribute to positive team culture • Participate in relevant training and professional development opportunities • Contribute to the division's goals with great ideas and excellent performance • Complete performance appraisals in a timely manner • Continuously improve work performance • Monitor performance and always keep Charge Nurse informed of work progress | <ul style="list-style-type: none"> • Embrace Public Service and TMO values • Training contributes to improved performance • Division achieves its targets • Performance appraisals submitted on time • Always seeking and implementing better ways of doing work • Charge Nurse is pleased with work performance • Other tasks as required |

WORK COMPLEXITY

| <i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i> | |
|--|---|
| 1 | Ability to learn new tasks and processes quickly and uses feedback to improve work |
| 2 | Utilise knowledge and skills in basic care and prioritise daily tasks to ensure excellent patient/client care is provided |
| 3 | Ability to contribute to the team objectives with excellent interpersonal skills |
| 4 | Ability to meet the physical demands of the job |

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

| | |
|--------------------|----|
| Financial | No |
| Staff | No |
| Contractual | No |

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

| Internal | Nature of Contact | External | Nature of Contact |
|--|---|---|---|
| TMO Executive and Managers Clinicians, nurses, allied health, public health Planning and Funding staff | Training, reporting, and planning, patient care (<i>Liaising-Medium</i>) Services, patient care, patient referrals (<i>Liaising-Medium</i>) Information, legal risks, assets, finance, reports (<i>Liaising-Medium</i>) | Health Specialists Health Professional Organisations Patients Community groups | Services, patient care, training (<i>Interact/Serve</i>) Registration, training, review, competencies, practice (<i>Incidental</i>) Service delivery, health promotion, awareness (<i>Interact/Serve</i>) |

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

| Essential: (least qualification to be competent) | Desirable: (other qualifications for job) |
|---|---|
| <ul style="list-style-type: none"> NCEA Level 2 Current first Aid Certificate | <ul style="list-style-type: none"> CPR Level 4 Certificate in Nursing |

EXPERIENCE

| Essential: (least no. of years to be competent) | Desirable: (target number of years) |
|---|--|
| <ul style="list-style-type: none"> Minimum two years' experience in social work or equivalent role | <ul style="list-style-type: none"> Over two years' experience in social work or equivalent role |

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

| Level of ability required for the job | |
|--|--|
| Expert | <ul style="list-style-type: none"> Strategic health policies and legislation Ability to implement evidence-based plans Engage and build trust with people, communities and key stakeholders |
| Advanced | <ul style="list-style-type: none"> Ability to administer health/government legislation e.g. Health Act etc. Excellent written and spoken Cook Islands Maori and English Excellent people, interpersonal, communication (written/verbal) skills Excellent risk communication skills and ability to speak confidently Analyse situations, apply critical thinking and implement solutions in the provision of health services Ability to troubleshoot difficulties encountered in patient treatments and implement appropriate solutions Ability to counsel health system users experiencing emotionally trying health care situations/trauma Ability to mediate problems between staff to achieve agreeable outcomes Ability to complete written/verbal reports to a high degree of accuracy Excellent use of computers, software (Microsoft Office) and health information systems |
| Working | <ul style="list-style-type: none"> Ability to articulate TMO's vision and values through service delivery Keep up to date with evidence and trends in healthcare service delivery |

| | |
|------------------|--|
| | <ul style="list-style-type: none"> • Health system operations and services in hospital or community settings • Ability to lift and move patients, including very heavy people, without causing pain, injury or distress to the patient or self • Ability to keep patient areas clean and tidy |
| Awareness | <ul style="list-style-type: none"> • National strategic plans and policies and relation to health • Regional and global health, social and economic developments • Role of media and risks of misinformation misleading the public |

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

Secretary of Health

Date

Employee

Date