

Position Description: Health Care Assistant

Business area: Cancer Care Centre

FTE: As per Conditions of Employment

Reports to: Clinical Nurse Team leader

Position Objective:

- To provide non-clinical support to the Cancer Care team

Functional Relationships:

Internal:	External:
• Nurses • Radiation Therapists • Admin staff • Consultants • ST G kitchen staff • ST G stores staff • All other Cancer Care staff	• Patients • Visitors • Contractors

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Key Areas of Accountability:

Area of Accountability	Expected Results
Maintenance of a clean hospital environment	• Cleans and services consult rooms and other allocated areas at a level consistent with the required standards and cyclical schedules. • Correctly disposes of /recycles non-medical waste. • Maintain appropriate stock levels of non clinical supplies. • Ensures equipment and cleaning products are appropriately maintained. • Collects and transfers hospital waste from generation points to storage areas. • Understands waste categories and appropriate procedures with a commitment to recycling.
Laundry and linen services	• Maintains adequate stocks of linen within the clinical areas.
Food and beverage service in clinical areas	• Assists with the timely and appropriate provision of food and beverages to meet the needs of patients in the infusion room. • Maintains stock levels in the ground floor kitchens. • Provides oversight and offers drinks to patients /whanau and support whilst waiting
Provides support to the cancer care team	• Handles phone calls in a courteous and efficient manner. Directs calls to appropriate staff when necessary. Supplies information that is accurate and relevant. • Inputs patient data into patient management system accurately and in a timely manner. • Prints out information as requested by cancer care team. • Greets patients & whanau in welcoming manner • Puts together patient information folders as required by nursing and radiation therapist team • Able to covers reception for short periods as required. • Familiar with the mail out process
Interpersonal Relationships/Teamwork	• Develops and maintains strong relationships with cancer care staff • Responds promptly and appropriately to requests and seeks advice from clinical leaders when appropriate • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates honestly and openly with other team members. • Fosters co-operation across clinical and administrative groups. • Models St George's Cancer Care values.
Professional Development	• Undertakes responsibility for meeting all the mandatory requirements of the organisation. • Participates in Performance Planning and Review. • Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these.
Quality Improvement	• Participates actively in quality improvement activities. • Participates actively in Ministry of Health Certification and Accreditation process. • Documents and reports incidents accurately in accordance with hospital policy.
Organisational Culture	• Promotes harmonious working relationships within the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues) and the need for customer focus. • Maintains confidentiality in respect to all St George's and Cancer Care operations, business, employees, clients and patients.

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Area of Accountability	Expected Results
	Adheres to St George's and Cancer care policies and procedures.
Cultural understanding of the Treaty of Waitangi	- Understands and has knowledge of the Treaty of Waitangi and its implications. - Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi. - Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori. - Respects diversity of cultural and religious beliefs amongst staff and patients.
Health & Safety	- Ensures accidents and untoward incidents occurring in the department are reported. - Takes reasonable care for personal health and safety. - Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons. - Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at Work Act 2015 and its amendments - Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers. - Ensures compliance with hospital security requirements and is vigilant in all matters of security. - Recognises safety hazards and initiates appropriate corrective actions. - Attends fire and evacuation lectures and participates in drills as required. - Participates in Health and Safety training as mandated by St George's from time to time.
Organisational effectiveness	Looks for ways and means to actively and effectively promote cost effectiveness.
Other Duties To undertake other duties as requested by the Clinical Nurse team Leader, RT Clinical Team Leader and Practice manager from time to time	Performs such duties in a timely, accurate manner and in accordance with St George's Hospital and Cancer Care policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	NCEA 2 or equivalent	
Experience & Knowledge	- Customer liaison and office administration experience. - Previous Data entry experience - Housekeeping experience	- High level of computer skills - Previous health care experience
Personal Attributes	- Ability to work effectively as a team member - Courteous friendly demeanor - Excellent time management, attention to detail, and ability to prioritise - Ability to be discreet and maintain confidentiality at all times - Ability to think creatively - Ability to relate well with all staff.	

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Agreed by:

Signed: _____ **Date:** _____
(Employee)

Signed: _____ **Date:** _____