

Position Description: Support Services Assistant

Business area:

FTE: As per Conditions of Employment

Reports to: Charge Nurse

Position Objective:

- To provide non-clinical support
- To greet patients and visitors and undertake patient administration requirements in the ward setting.

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Charge Nurses • Housekeeping Supervisor • Clinical Information Manager • Receptionists • Bookings Coordinator • Operating Theatre Manager • Patient Care Manager • Theatre Staff • Nursing Coordinator • Department Heads • All other St George's staff 	<ul style="list-style-type: none"> • Clinicians and their staff • Patients • Visitors • Contractors • Radiology

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Key Areas of Accountability:

Area of Accountability	Expected Results
Maintenance of a clean hospital environment	<ul style="list-style-type: none"> • Cleans and services patient 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	<ul style="list-style-type: none"> • Maintains adequate stocks of linen within the clinical areas. • Assists with the timely and appropriate provision of food and beverages to meet the required nutritional needs of patients. •
Food service delivery in clinical areas	<ul style="list-style-type: none"> • Assists with food services as required. • Maintains stock levels in the ward kitchen.
Provides support to the nursing team with the patient admission and discharge process	<ul style="list-style-type: none"> • Handles all phone calls in a courteous and efficient manner. Directs calls to appropriate staff when necessary. Supplies information that is accurate and relevant. • Ensures patient admission details have been received. Follows up on any patients where details have not been received. • Alerts admission team to admit post-op patients who are likely to need a longer admission process so process can be commenced prior to day of surgery where possible • Inputs patient data into patient management system accurately and in a timely manner to ensure all patient documentation is ready for the nursing staff. • Prints out information required by nursing team as required. • Greets patients & whanau in welcoming manner and ensures their comfort until admission by the nursing team underway. • Provides oversight and offers drinks to whanau whilst waiting for relative. • Orders appropriate post-op diet for patients. • Manages mail, faxes and parcels deliveries in a timely manner
Provides support to the finance team	<ul style="list-style-type: none"> • Sorts patient notes after discharge with regard to billing and sends to relevant staff.
Provides support & backup in any reception or ward area	<ul style="list-style-type: none"> • Covers vacant shifts in ward & other reception areas and is competent with workflows in these areas.
Interpersonal Relationships/Teamwork	<ul style="list-style-type: none"> • Develops and maintains strong relationships with clinicians rooms, particularly secretaries • Responds promptly and appropriately to clinician requests and seeks advice from clinical managers 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 values. •
Professional Development	<ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation. • Participates in Performance Planning and Review.

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	<ul style="list-style-type: none"> Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these.
Quality Improvement	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Promotes harmonious working relationships within the organisation. Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. Maintains confidentiality in respect to all St George's operations, business, employees, clients and patients. Adheres to St George's policies and procedures.
Cultural understanding of the Treaty of Waitangi	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Looks for ways and means to actively and effectively promote cost effectiveness.
Other Duties To undertake other duties as requested by the Charge Nurse, PCM, Clinical Information Manager and Housekeeping Supervisor from time to time	<ul style="list-style-type: none"> Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

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Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NCEA 2 or equivalent 	<ul style="list-style-type: none"> •
Experience & Knowledge	<ul style="list-style-type: none"> • Customer liaison and office administration experience. • Previous Data entry experience • Housekeeping experience • Ability to work effectively as a team member 	<ul style="list-style-type: none"> • High level of computer skills
Personal Attributes	<ul style="list-style-type: none"> • Courteous friendly demeanour • 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 and clinicians. • Analytical approach to problem solving • Ability to maintain a high degree of accuracy 	<ul style="list-style-type: none"> •

Agreed by:

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

Signed: _____ **Date:** _____