

Key Areas of Accountability

Area of Accountability	Expected Results
Patient care as delegated by the registered healthcare professionals	<ul style="list-style-type: none"> • Provide personal care to assigned patients under the guidance and direction of the registered healthcare professional • Maintains clear and accurate records ensuring compliance with the documentation requirements of the organisation. • Relevant information is communicated using correct pathways and concerns are addressed and escalated appropriately • Respects privacy, confidentiality of patients, whānau, colleagues, other healthcare professionals and visitors. • Provide patient and whānau support through helpful and courteous interactions that encompasses cultural safety.
Interpersonal relationships and teamwork	<ul style="list-style-type: none"> • Communicates effectively with patients, whānau, colleagues, other health professionals and visitors. • Seeks advice from the delegating registered healthcare professional and /or relevant manager. • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Is open and receptive to feedback. • Behaviours always align to St George’s values; Do the right thing, Aim for Excellence, Caring for All, Work Better Together. • Works collaboratively as part of a multi-disciplinary team.
Maintains adequate stock levels of consumable items and linen	<ul style="list-style-type: none"> • Stock is maintained at agreed levels in correct locations with rotation of products to avoid unnecessary expiry. • Stock shortfalls are notified to appropriate staff
Assists in continual quality improvement	<ul style="list-style-type: none"> • Actively participates and supports quality improvement activities. Actively participates in the maintenance of the Ministry of Health Certification and other relevant standards. • Documents and reports incidents accurately in accordance with hospital policy. • Adheres to infection prevention and control practices.
Learning and development	<ul style="list-style-type: none"> • Attend educational sessions relevant to role and scope of practice • Liaises with manager regarding learning requirements / deficits and develops a plan in conjunction with Manager to address these. • Participates actively in their own performance review process.
Organisational culture	<ul style="list-style-type: none"> • Fosters co-operation across the organisation. • Is customer focused, understands and promotes the concept of internal and external customers (i.e. patients, colleagues and clinicians). • Maintains confidentiality in respect to St George’s operations, business, employees, clients and patients. • Adheres to St George’s policies and procedures.

Area of Accountability	Expected Results
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health. Collaborates with colleagues regarding the integration of Te Tiriti o Waitangi principles in practice. Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.
Cultural safety	<ul style="list-style-type: none"> Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
Health & Safety	<ul style="list-style-type: none"> Comply with and support all health and safety policies, guidelines, and initiatives to ensure a safe working environment. Ensure all incidents, injuries and near misses are reported via the incident management system and to relevant manager
Other duties	<ul style="list-style-type: none"> Performs any other duties related to the scope of role, when requested Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> NCEA level 2 English or equivalent Certificate in Health & Wellbeing (level 3) Health Assistance 	
Experience & Knowledge	<ul style="list-style-type: none"> 	Previous hospital or rest home experience
Personal Attributes	<ul style="list-style-type: none"> Shows respect for people Excellent time management, attention to detail, and ability to prioritise Ability to maintain confidentiality at all times Is proactive and innovative Is an effective communicator 	