

Position Description: Health Care Assistant

Business area: Cancer Care Centre
 FTE: As per Conditions of Employment
 Reports to: Clinical Nurse Specialist - SACT

Our Vision	Leading cancer care in Aotearoa – we bring inspiration and innovation together to positively impact the lives of New Zealanders.
Our Mission	To be the patient’s choice for world class cancer care delivered by people with passion.
Our Values	<p>Excellence</p> <ul style="list-style-type: none"> • We deliver outstanding care to our patients with a focus on continuous improvement. <p>Resilience</p> <ul style="list-style-type: none"> • We are flexible and responsive to the needs of our patients and our people. <p>Collaboration</p> <ul style="list-style-type: none"> • We work in partnership with our patients, their whanau, and our staff. <p>Integrity</p> <ul style="list-style-type: none"> • We act with authenticity and to the highest standard of performance and conduct.

Position Objective:

- Responsible for coordinating patient clinics ensuring smooth patient flow and documentation to support high-quality patient care.
- Responsible for providing practical support to the clinical team, assisting with general clinic duties, and contributing to the safe, efficient, and well-coordinated daily functioning of the Cancer Care Centre.

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Nurses • Charge Nurse Cancer Care • Health Care Assistants • Radiation Therapists • Administration colleagues • Consultants/Nurse Practitioners • St George’s Food Services team • St George’s Purchasing team • All other Cancer Care colleagues 	<ul style="list-style-type: none"> • Patients • Visitors • Contractors



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<ul style="list-style-type: none"> • Medical Oncology & Haematology Service Manager • Charge Nurse • Clinical Nurse Specialists • All other St George's colleagues 	
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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 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 clinical and 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.
Food and beverage service in clinical areas	<ul style="list-style-type: none"> • 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 and level one kitchens. • Provides oversight and offers drinks to patients /whanau and support
Provides support to the Cancer Care team	<ul style="list-style-type: none"> • Manages the daily patient flow for the clinicians' clinics, ensuring smooth movement from arrival to consultation and minimising delays. • Greets patients & whanau in welcoming manner on arrival. • Performs necessary observations for relevant patients, i.e. height, weight, other vital signs. • Identify and escalate issues to the clinician or nursing team that may impact clinic flow, such as unwell patients, late arrivals or scheduling conflicts. • Inputs patient data into patient management system accurately and in a timely manner. • Escort or direct patients to the appropriate waiting areas or consultation rooms at the correct time. • Monitor appointment schedules in real time, proactively adjusting for delays or early arrivals to keep the clinician on track. • Provide clear updates to patients regarding wait times, expectations, and next steps. • Handles phone calls in a courteous and efficient manner. Directs calls to appropriate colleagues when necessary. Supplies information that is accurate and relevant. • Maintain a calm, organised environment, supporting both patient experience and clinician efficiency. • Prints out information as requested by cancer care team. • Able to cover reception for short periods as required. • Familiar with the mail out process • Assists with scalp cooling patients. • Delivery of blood samples or other specimens to the laboratory.



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Interpersonal Relationships/Teamwork	<ul style="list-style-type: none"> • Develops and maintains strong relationships with Cancer Care colleagues • 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	<ul style="list-style-type: none"> • 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	<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 the need for customer focus. • Maintains confidentiality in respect to all St George's and Cancer Care operations, business, employees, clients and patients. • Adheres to St George's and Cancer care policies and procedures.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Understands and has knowledge of Te Tiriti o Waitangi. • Collaborates with colleagues regarding the integration of Te Tiriti 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 colleagues 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"> • Complies with and supports all health and safety policies, guidelines, and initiatives. • Ensures all incidents, injuries and near misses are reported reviewed and evaluated
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 from time to time	<ul style="list-style-type: none"> • Performs such duties related to the scope of the role when requested.



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Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• New Zealand Certificate in Health and Wellbeing – Healthcare Assistance Strand (Level 3)	
Experience & Knowledge	<ul style="list-style-type: none">• High level of computer and technological skills• Customer liaison and office administration experience.• Previous Data entry experience• Housekeeping experience	<ul style="list-style-type: none">• Previous health care experience
Personal Attributes	<ul style="list-style-type: none">• 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 always maintain confidentiality• Ability to think creatively• Ability to relate well with all colleagues.	