



HERITAGE LIFECARE

Position Description

Enrolled Nurse

Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals

Position Overview:

To provide and maintain safe individualised quality care to the residents and assist them to achieve the optimum level of wellness for each person under the direction and supervision of a Registered Nurse.

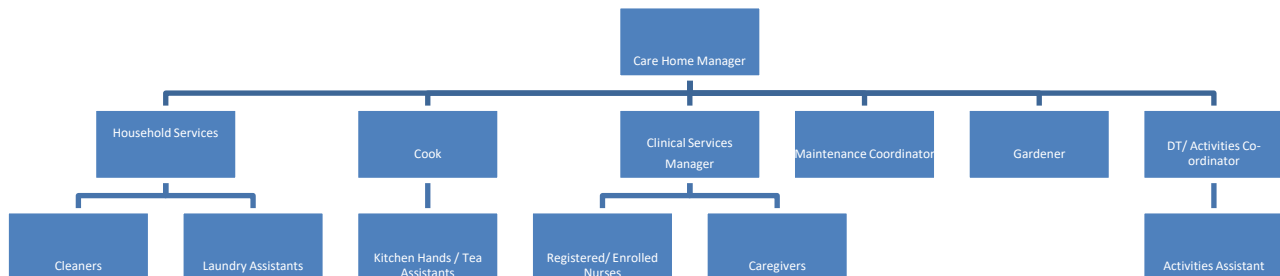
Reports to:

Clinical Services Manager or Registered Nurse on duty in charge

Functional Relationships:

Care Home Manager
Registered Nurses
All Care Home staff
Residents/ Relatives/ Whānau
Visitors
Allied Health Professionals
Medical Practitioners
Volunteers
Quality Team
Operations Manager

Generic Team Structure:



Key Accountabilities:

Key Tasks:	Performance Standards:
1. To follow policies and procedures of the facility in all matters	Is familiar with all the policies and procedures and knows where to find them Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct & Heritage Way
2. To provide competent professional clinical practice within the scope of practice of an Enrolled Nurse	Practises under the direction and supervision of a Registered Nurse Is accountable for own practice and conduct Adheres to the Nursing Council of NZ Code of Conduct for Nurses and Midwives Maintains legal requirements of position Keeps up to date with contemporary nursing practice Ensures that caregivers carry out their duties appropriately
3. To ensure that quality resident care is carried out based on set standards and the policies and procedures of the facility	All procedures are carried out safely and in the best interests of the resident The residents comfort and wellbeing is considered at all times Residents independence is encouraged Residents are assisted in their individual choices wherever possible Contributes to resident care reviews Communicates with other team members effectively to ensure the service operates smoothly
4. To maintain effective communication with all residents/families/whānau and visitors	Ensure positive relationships with residents and their families/whānau Concerns/complaints from residents are passed on to the Registered Nurse in charge of the shift Communicate appropriately with residents and relatives regarding care and treatment matters
5. To report appropriately to the Registered Nurse	Informs the Registered Nurse of any resident issue Responds to queries
6. To maintain effective working relationships with Medical	Liaises with GP's and Allied health practitioners as appropriate

practitioners and other health professionals	
7. To ensure documentation meets legal requirements	Ensure residents care plans are updated as required and signed off by Registered Nurse All document requirements are met
8. To operate all equipment to manufacturer's / supplier's instructions and report any malfunctions immediately	Follows instructions regarding any equipment or machinery Maintains equipment in a clean, safe and working condition Reports maintenance required on any equipment
9. To practice care and economy in the use of supplies, equipment and time	Care is taken to manage supplies economically Equipment is cared for to avoid unnecessary damage Work time is managed efficiently and effectively
10. To respect resident rights	Knocks on resident's door before entering Respects resident's privacy Treats residents with respect Shows respect for resident's belongings Respects confidentiality of residents Respects individual cultural and spiritual needs and values Have an understanding of the HDC Code of Rights
11. To provide a safe caring environment for the residents and their families/whānau	Takes all precautions to ensure the safety of the residents Speaks in a caring manner to the residents Courteous and helpful to residents/relative/whānau and visitors Contributes to a homelike environment
12. To be familiar with emergency procedures	Attends compulsory fire and emergency training sessions Fire procedures are known Civil defence procedures are known
13. To contribute to a healthy and safe working environment	Works in a safe manner Understands the Hazard Register for the clinical area Manages equipment in a safe manner Ensures equipment is in safe working order & faulty equipment is reported Uses all chemicals safely Reports any hazards and works towards eliminating, isolating or minimising them Work areas are kept clean, safe and tidy Reports any work accidents / incidents and completes the required documentation
14. To work effectively in a team environment	Understands own role & responsibilities within the team and those of other team members Offers assistance to other team members in a helpful manner Adapts routines if required Maintains appropriate channels of communication Maintains a positive attitude
15. To be knowledgeable on Infection Control matters pertaining to your position	Handwashing procedures are known and practiced Standard precautions are known and followed Protective clothing is worn as appropriate Understands and follows all Infection Control policies and procedures of the facility
16. To take responsibility for your own education requirements	Seeks to update knowledge & skills by attending in-service sessions relating

	to job Attends compulsory education sessions Signs the attendance record Maintains an up to date personal in-service record Participates in external study programmes as directed Seeks guidance from senior staff when appropriate Participates in annual performance appraisal
17. To contribute to the Quality Improvement Programme of the facility	Understands the Quality system of the facility. Shows a commitment to improving the quality of the service Informs the Clinical Services Manager regarding any change in procedure required & or development of new procedure Contributes to audit & monitoring of services Keeps up to date with current communications Contributes to the Continuous Quality Programme as required
18. To maintain a professional appearance and attitude of responsibility, loyalty and discretion	Appearance is professional according to Uniform Policy Ensures that the facilities property is treated with care and used only for the purpose intended Demonstrates punctuality and reliability at all times Demonstrates a positive work ethic Demonstrates a positive attitude towards guidance and correction Works well without supervision Performs tasks thoroughly to an appropriate standard and skill level Respects confidentiality of Heritage Lifecare
19. To attend meetings when appropriate	Attends appropriate meetings or keeps up to date with minutes etc. Actively participates in meetings
20. Other Duties	Any other task as reasonably requested by Heritage Lifecare

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities. There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonable practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

Nil

Core Competencies

Care Support	Core Competencies	Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Process improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
		Individual Development	Seeks out and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up to date, turns mistakes into learning opportunities.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Quality	Is attentive to detail and accuracy committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems. Owns/acts on quality problems.

Professional Care	Core Competencies	Tech savvy	Makes good use of technological tools. Can implement and manage technical solutions, will train and empower others to use technical solutions. Embraces new technical tools. Understands speciality equipment, keeps knowledge up to date, is technical resources for others, follow's technology practises and standards.
		Initiates action	
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
	Differentiating Competencies	Business acumen	
		Compelling communication	Listens carefully to others and ensures message is understood. Ensure important matters are shared with all appropriate parties. Communicates in a clear and concise manner. Uses appropriate grammar, pronunciation and tone to enhance understanding. Demonstrates professionalism through body language, including eye-contact and posture. Tailors communication style to needs of the recipient.
		Coaches and develops	Works to improve the immediate performance of others; facilitates their skill development; and gives feedback in a manner that facilitates confidence and maintains self-esteem. Treats all people with, respect and fairness. Shares time, energy and knowledge with others to ensure they can succeed. Demonstrates awareness and respect of cultural and individuals values. Appreciates and leverages the strengths of others to accomplish

			goals, regardless of background. Listens to ideas from others, even when different from own. Is careful to ensure all sides are heard before reaching a conclusion.
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.