

Position Description	
Position Title:	GP Support
Location:	Clutha Community Health Company Limited <i>trading as</i> Clutha Health First.
Reports To:	Team Leader General Practice
Number of Direct Reports:	Nil
Date:	March 2025

Our Purpose
Collaborate – Innovate – Advocate ... for a healthy community.
Our Shared Values
<ul style="list-style-type: none"> We value our people. We value honesty and respect. We value excellence. We value the environment we live in.

Purpose of Role
<p>To provide support to the staff at Clutha Health First by assisting:</p> <ul style="list-style-type: none"> - Ordering & delivering stock to the Practice - Unpacking stock and stock rotation - Cleaning equipment and patient trollies - Ensuring workspaces are tidy and Infection, Prevention and Control compliant - Coordination of sending and receiving reusable medical devices to and from Dunedin - Other duties as reasonably required and / or delegated by nursing leadership in accordance with the conditions of the position. <p>Note: This job description has been prepared to assist in appointment. All Clutha Health First job descriptions are subject to review from time to time and therefore may be revised after consultation with the employee to suit changing service requirements.</p>

Key Relationships	
Internal:	Inter-disciplinary members of the health service and corporate team including independent contractors in other sectors and tenants.
External:	Contractors Outside agencies



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Person Specification		
	Essential	Desirable
Training, Work Experience and Qualifications	<ul style="list-style-type: none"> Basic computing experience – e-mail, Outlook, Word 	<ul style="list-style-type: none"> Administrative experience & skills
Skills and Knowledge	<ul style="list-style-type: none"> High level communication skills Organised, with a common-sense approach to all tasks with the ability to take instructions, plan own workload and prioritise tasks with a minimum of supervision. A positive, caring, respectful can-do attitude to assist others and getting the task at hand completed. Able to maintain confidentiality and use discretion. Ability to work as an effective member of a team. Sensitivity to and awareness of cultural / ethnic customs, beliefs and values Professional demeanour. Have an appropriate presentation and standard of personal care and grooming. Able to work within Clutha Health First's aims, objectives and values 	
Physical Task Requirements	<ul style="list-style-type: none"> A reasonable level of fitness is required to cope with the demanding physical requirements of the job. The following denote the key physical requirements for the position including Standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery/equipment, lifting, overhead reaching, carrying, pushing / pulling, twisting, climbing / balancing, crouching / squatting. 	

Key Tasks / Accountabilities and Performance Indicators	
Key Tasks/ Accountabilities:	Performance Indicators:
Provide assistance to staff and patients.	<ul style="list-style-type: none"> Collection of mail and carry out messages on behalf of the company Provide directions or escort ambulatory and well patients within the facility Provision of refreshments as directed by nursing staff.
Assist in the transportation and movement and storage of packages and equipment.	<ul style="list-style-type: none"> Provide support for transporting equipment and other items within the facility. Assemble and store equipment as required.

	<ul style="list-style-type: none"> • Deliver inwards goods and collect outward goods to/from departments • Unpacking and stacking of supplies • Stock shelves with supplies in kitchens and elsewhere • Stock rotation • Maintain infection control standards in the waiting room, replenishing masks, tissues and sanitisers, and assembly and stocking of urine pottle packs. • Check dirty linen is dealt with and clean linen put away • Arrange & record annual servicing and testing of equipment
Maintain High Standards of Performance	<ul style="list-style-type: none"> • Patient confidentiality will be maintained at all times. • Patients and their details must not be discussed or disclosed with others who have no legitimate right to that information. • Demonstrate individual responsibility and maintain accountability for own work practice. • Meet the performance expectations as identified in the Staff Development Performance Appraisal process. • Undertake annual CPR, OOS, Fire Training and any other service requirement training as per Clutha Health First CQI plan and procedures. • Perform all duties in a responsible manner; with due care for the health and safety of self and other employees, patients and the general public, within the limit of his/her knowledge base.
Ensure the provision of a Safe and Clean Environment for Patient, Staff and Visitors	<ul style="list-style-type: none"> • Tidy & restock clinical & consult rooms, order supplies as per agreed minimum stock list. • Ensure maintenance, cleaning and responsible use of clinical equipment, refrigerators and freezers. • Ensure appropriate reporting of incidents, equipment faults and problems to the Team Leader or delegate. • Practice is safe and meets legal requirements. • Practice protects and enhances individual rights. • All records are maintained to meet policy and procedure requirements. • Maintain knowledge of fire and Civil Defence procedures
Maintain good Communication and Interpersonal	<ul style="list-style-type: none"> • Act in a professional manner in relationships with

Relationships within Clutha Health First	all staff to enhance interdisciplinary harmony within the hospital.
Adopt a philosophy which encourages flexibility, cooperation, collaboration and co-ordination of service delivery in an integrated patient orientated system.	<ul style="list-style-type: none"> • Ensure all policies, procedures and standards of practice of CCHCL, relevant Acts, Regulations, Employment contracts and statutory obligations are adhered to, in the interest of client safety, good employer requirements of the Health & Disability Services Act and within the principles of Equal Employment Opportunity, the Treaty of Waitangi and recognition of Tangata Whenua. • Be flexible and prepared to work outside traditional boundaries to develop flexibility and achieve efficiency.
Assumes responsibility for personal professional/work education and development.	<ul style="list-style-type: none"> • Maintains and/or extends knowledge and skill base required for effective performance. • Participates in own performance appraisal annually.

Performance Measures

- Set realistic measurable goals for own performance and assume responsibility for acquiring knowledge/experience to meet those goals.
- Plans for growth and undertakes change based on regular self-evaluation and the Staff Appraisal process.
- Participates in an annual Staff Appraisal with the Team Leader.
- Attends annual CHF Service Requirement Study Day.

Treaty of Waitangi

- Clutha Health First recognises the special relationship between Māori and the Crown and has an understanding of the articles/principles of the Treaty of Waitangi.
- As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the wellbeing of Māori patients.

Health and Safety

Clutha Health First is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Clutha Health First, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your manager.

Clutha Health First employees will participate in and comply with the requirements of the Health & Safety at Work Act 2015 plus amendments and associated CHF procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised or isolated.
- Comply with Clutha Health First incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

Quality and Risk

Clutha Health First is committed to continuous quality improvement. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

Changes to Position Description

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

Employee Name

Employee Signature

Date

Team Leader Name:

Team Leader Signature:

Date