

# Position Description

## Facility Assistant

**Reports to**  
24 Hour Surgery Project Manager

**Business Area**  
24 Hour Surgery

### Position Purpose:

The Facility Assistant works as a member of the health care team, providing support to clinical staff by assisting in keeping the facility patient ready.

Works in partnership with clinical staff to ensure the surgery's standards of cleanliness, hygiene and infection/prevention control and health and safety are maintained in accordance with current protocols.

### Dimensions

Direct reports: nil

Budget responsibility: nil

### Key Relationships

#### Internal:

- 24 HS Project Manager
- Acute Nursing Team Leaders
- Facilities & Stores Coordinator
- Operations Manager
- Clinical Director
- Clinical Nurse Leader
- 24 Hour Surgery Clinical and Operations Support teams

#### External:

- General practices
- General public (patients)
- Suppliers of medical consumables
- Other health providers

### Key Responsibilities

Customer service excellence and relationship management

- Have a strong customer service focus.
- Communicate clearly and openly, always maintaining confidentiality.
- Demonstrate professional behaviour in all working relationships.
- Communicate proactively with patients and colleagues in a professional and a timely manner.
- Display respect and sensitivity towards patients, their families, and other members of the team.
- Relay any concerns/complaints from patients to the clinical team promptly.

To provide support to clinical staff to provide a high standard of patient care.

- Restock clinical and patient areas.
- Check items of equipment are present in clinical spaces.
- Restock and tidy the kitchens on the Ground Floor and Level 1.
- Tidy and clean patient areas to 24 Hour Surgery hygiene, infection/prevention control, and health & safety standards.
- Order linen, put clean linen away, and dispose of dirty linen bags.
- Ensure monthly spore tests are completed for the autoclave. Report abnormal results to Stores Coordinator.
- Sterilise and autoclave medical equipment as outlined in the Infection Control Procedure Manual.
- Provide tea and coffee to waiting patients.
- Welcome and 'stream' patients entering the 24 Hour Surgery.

Teamwork

- Attend regular briefings and meetings.
- Have a positive and enthusiastic attitude.

Professional Development

- Complete required training to keep skills and knowledge current.

Commercial acumen

- Be aware of the fee-paying nature of the business in relation to reducing waste of products.

Continuous Improvement	<ul style="list-style-type: none"> <li>• Ensure work, processes and systems are regularly assessed and developed from a continuous improvement perspective.</li> </ul>
Self-Development	<ul style="list-style-type: none"> <li>• Take responsibility for personal development.</li> </ul>
Information Security	<ul style="list-style-type: none"> <li>• Understand and comply with Pegasus Health's information security policies.</li> <li>• Support continuous improvement to our information security policies and procedures.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Comply with responsibilities under the Health and Safety at Work Act 2015.</li> </ul>

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

### Qualifications and Technical Skills:

Required

- Digital literacy including ability to work with MS Office Suite 365 and perform online ordering.

### Experience:

Essential

- Mature attitude with previous customer service experience is required.

### Personal Attributes:

- Able to prioritise and manage time effectively.
- Flexible, adaptable, and embraces change.
- A demonstrated team player.
- Well-developed relationship building skills with the demonstrated ability to build effective working relationships with colleagues.
- An understanding and sensitivity to other cultures.
- A strong customer service orientation.
- A good standard of written and verbal communication skills.
- Demonstrates a commitment to quality.

### Te Tiriti O Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

### Our Purpose

That all people living in Canterbury lead healthy lives

### Our Role

Together making Canterbury the best place to receive and provide primary care.

### Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values, and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive**, every voice is important to us.
- We act with **integrity**, doing what is right.
- We **connect**, together we succeed.
- We **strive** for better everyday.