

Bupa New Zealand Role Matrix



Role	Role Overview	Essential Qualifications	Essential Experience
<p>Enrolled Nurse</p>	<p>To provide high quality 'resident centric' care to residents, as delegated by the Care Home Manager, Clinical Manager, Unit Coordinator or Registered Nurse. Ensure safe medication administration, best practice wound care and clinical support for residents within the facility.</p>	<ul style="list-style-type: none"> • EN Registration with NZ Nursing Council 	<ul style="list-style-type: none"> • Experience in delivering personal care preferably within and aged care environment • Sound communication skills • Good clinical observation capabilities
<p>Registered Nurse</p>	<p>To deliver high quality 'resident centric' care to residents, as delegated by the Care Home Manager, Clinical Manager or Unit Coordinator.</p> <p>Ensuring safe medication administration and management, best practice clinical care and support for residents within the community.</p>	<ul style="list-style-type: none"> • Bachelor of Nursing • Current registration with NZ Nursing Council 	<ul style="list-style-type: none"> • Post registration experience preferably with elderly care • Sound communication skills • High level interpersonal Skills • Well-developed time management skills • Ability to work as a team and lead a shift, in the absence of the Clinical Manager or Unit Coordinator
<p>Caregiver</p>	<p>To provide the highest quality 'resident centric' care to residents, as delegated by the Care Home Manager, Clinical Manager, Unit Coordinator or Registered Nurse (RN) under the guidance and supervision of qualified staff.</p>	<ul style="list-style-type: none"> • Secondary school education (three years or more is highly desirable) • Good literacy and numeracy skills • Achievement of NZQA Level 2 in Health and Wellbeing or equivalent or being prepared to achieve this within 3 months of employment with Bupa 	<ul style="list-style-type: none"> • Work experience of 1-2 years at least, (preferably in aged care or a related health environment) is desirable • Good literacy and numeracy skills • Sound communication skills

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<p>Communications Coordinator</p>	<p>To be the central communications coordinator between the Care Home, residents and their families to facilitate the connectedness during the pandemic.</p>	<ul style="list-style-type: none"> • A reasonable level ability to work with technology • Preferable – experience in working with older people 	<ul style="list-style-type: none"> • Ability to translate information into easy to understand messages • Action orientated and can-do attitude • Knowledge of a range of social media channels • Good level of maturity • Kind, patient and empathetic • Ability to de-escalate heightened situations while remaining calm
<p>Hospitality staff</p>	<p>Responsible for cleaning/ laundry in dining rooms/lounges. Make residents beds (changing linen as required) and to assist to keep their rooms tidy and clean.</p>	<ul style="list-style-type: none"> • Previous experience in a hospitality setting • Previous hospitality training would be advantageous 	<ul style="list-style-type: none"> • Ability to take direction and work in a team environment • Understand the need for proper etiquette and service standards • Friendly, warm and caring attitude in all situations • Flexibility and the ability to multi task and juggle between various tasks • Well presented at all times
<p>Activities Assistant</p>	<p>Responsible for promoting emotional and physical rehabilitation through person first recreational activities that promote holistic wellbeing. This includes providing residents with quality care, and actively supporting them to maintain the skill level, independence and mobility and providing respite support to their family/carers.</p>	<ul style="list-style-type: none"> • Secondary school education (three years or more) is highly desirable. • Work experience of 0-1 years at least. • Vocational Training – Diversional Therapy Certificate preferred 	<ul style="list-style-type: none"> • Experience in caring for the elderly within aged care or community setting • Is reliable, practical and able to maintain a safe and high standard of care • Ability to communicate well with others: older people in particular.

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Chef	To lead the provision of well presented, nutritious meals that meet resident dining needs in a home like environment.	<ul style="list-style-type: none"> • Certificate in Commercial Cookery 	
Cook	To provide well presented, nutritional meals that meet resident dining needs in a home like environment. Ensuring excellence always, whilst adhering to all related quality standards and regulations.	<ul style="list-style-type: none"> • Certificate in Commercial Cookery (desirable) 	<ul style="list-style-type: none"> • Proven experience in cooking large volumes / commercial scale.
Kitchen Assistant	To deliver effective support to the chef/cook and support with meal preparation and delivery.	<ul style="list-style-type: none"> • Food Handling Certificate 	<ul style="list-style-type: none"> • Ability to communicate in spoken and written English at a satisfactory level
Laundry Assistant	Operation of industrial washing and drying machines to launder resident clothes and facility linen.		<ul style="list-style-type: none"> • Ability to communicate in spoken and written English at a satisfactory level
Cleaner	Maintains daily cleanliness of care home including resident rooms and common areas.		<ul style="list-style-type: none"> • Ability to communicate in spoken and written English at a satisfactory level

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<p>Business Administration</p>	<p>To provide comprehensive and efficient financial, administrative and reception support to the Care Home Manager and residents. To take ownership of the Care Home's accounting and finance systems and to process Payroll for the Care Home staff in an accurate and timely manner.</p>	<ul style="list-style-type: none"> • Certificate in Business Administration or equivalent experience in a similar role • Vocational or technical training in office administration, reception and customer service 	<ul style="list-style-type: none"> • Highly proficient in Microsoft Word and Excel • Excellent attention to detail • Excellent time management and organisational skills • Excellent communication skills • Good interpersonal skills with sensitivity to the need of the elderly • Able to produce good quality work within challenging timeframes and respond quickly to urgent issues • Able to maintain a professional, helpful and pleasant telephone manner
<p>Maintenance Officer</p>	<p>Responsible for providing a high-quality maintenance service which will include identifying and carrying out preventative maintenance, repair and improvement works to the building, grounds and equipment in-line with the Maintenance Schedules.</p>	<ul style="list-style-type: none"> • Trade (desirable) 	<ul style="list-style-type: none"> • Experience in property maintenance and building works. • Good writing and verbal communication skills • Experience in working in a team

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Rehab Coach	Responsible for the implementation of individual client rehabilitation plans, with the guidance of the clinical team.	<ul style="list-style-type: none"> • Current First Aid Certificate • Current Full Drivers Licence • Proven study or working towards a certificate in Health Assistant and career force level study or rehabilitation 	<ul style="list-style-type: none"> • Experience in working with adults with disability, e.g. the effects of stroke, head injury etc. • Good command of the English language both in written and oral communication • Excellent self-management and time management • A proactive 'can do' attitude and can work in a team
Clinical Manager	To manage and lead the delivery of person-centred care of our residents. Ensuring the highest standard of ongoing assessment, care planning, evaluation and clinical governance.	<ul style="list-style-type: none"> • Bachelor of Nursing • Current registration with NZ Nursing Council 	<ul style="list-style-type: none"> • Proven track record in delivering quality clinical care • Excellent clinical assessment skills • Previous experience in managing and leading a team • Care planning capabilities • Highly effective communication and relationship management skills • Good literacy and numeracy skills
Unit Coordinator	To oversee the clinical aspects of care in conjunction with the Clinical Manager. Coordinate the multi-disciplinary needs of the residents and ensure maintenance of standards of care.	<ul style="list-style-type: none"> • Bachelor of Nursing • Current registration with NZ Nursing Council 	<ul style="list-style-type: none"> • Experience in working with elderly, preferably dementia patients • Can provide clinical leadership in a team environment • Well developed interpersonal skills, empathy, communication, humour and kindness