

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Allied Health Assistant
Reports to	Clinical Manager Adult Community Therapy Service OPHR
Location	The Princess Margaret Hospital
Department	Older Persons Health Community Services
Date	Feb 2026
Job band (indicative)	Allied, Public Health Scientific and Technical SECA Non Degree, Core Scale B

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The clinical caseload associated with this role is predominantly based within the Adult Community Therapy Service (ACTS), with an emphasis on neurological and progressive conditions in people aged 16-65 years. ACTS provides allied health input to people in their own homes with a focus on keeping people living well in their own communities.

As an Allied Health Assistant you will work under the supervision of registered allied health professionals, assisting our clinicians to deliver therapy. You'll also be providing adaptive equipment and undertaking client education as prescribed. This is a busy, varied role, where you are guaranteed a varied case load and will work with clients and their support people at home, in the community and in clinic settings.

Key Result Area	Expected Outcomes / Performance Indicators
Provide skilled, holistic and responsive intervention	<ul style="list-style-type: none"> • The Assistant, under the direction of the Registered Therapist assists in providing a therapy service to the clients. This could include: <ul style="list-style-type: none"> -Completing tasks prescribed and supervised by our registered therapists. -Completing phone interviews with patients. -Ordering equipment under service accreditation, as delegated. -Dropping off and setting up therapy equipment in the community.

	<ul style="list-style-type: none"> -Attending hydrotherapy sessions -Administrative duties as required including record keeping and-updating patient files where appropriate. • In consultation with supervising Registered Therapist, writes up their observation of individual sessions in client notes. (Does not include interpreting observation) • Demonstrates regular liaison with other members of the interdisciplinary team regarding the client's needs and management.
Demonstrate strong communication skills	<ul style="list-style-type: none"> • Ensures that the appropriate person or health professional is advised of changes in health care status, and/or client's need for information. • Proactively utilises different styles of communication to meet the needs of clients/family/whānau. • Advocates for the needs of clients as appropriate • Client and carer education and information is provided in an appropriate format. • Communication with other health professionals is timely, appropriate and professional. • Communicates effectively with all relevant agencies (e.g. Enable NZ, home based support providers, NGOs, equipment suppliers).
Effective utilisation of resources	<ul style="list-style-type: none"> • Prioritises workload and manages own time to ensure priorities are met and quality is not compromised. • Utilises appropriate technology, including telehealth, to support efficient service provision.
Continued Professional Development, Learning and Teaching	<ul style="list-style-type: none"> • Takes responsibility for identifying and meeting own development needs, in collaboration with Clinical Manager and Professional Leads. • Undertakes learning and training relevant to career stage • Actively engages in CPD activities within clinical team/profession/service. • Shares information, supports and develops the clinical knowledge and practice of others • Supports student clinical placements • Prepares for and actively participates in own performance conversations • Engages in regular professional supervision and peer review processes, in line with profession and organisation policies
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care.

Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • Exercises due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to Health NZ. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware. • Ensures client privacy is maintained.

Matters which must be referred to the Clinical Manager Adult Community Therapy Service

- Concerns identified during contact with clients/whanau/carers/providers
- Role expectations, personal training and development requirements
- Changes that may impact your ability to perform your role
- Health and safety concerns

Relationships

External	Internal
<ul style="list-style-type: none"> • Clients/Family/Whānau/Carers. • Home Based Support and Nursing Service providers • Voluntary agencies and those providing informal supports • Enable NZ and other funding agencies • Suppliers 	<ul style="list-style-type: none"> • Interdisciplinary team members • Staff in other departments across the community and inpatient settings • Clinical, Service, and Professional Leaders

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- A full drivers licence
- A positive and creative approach to problem solving.
- A high degree of adaptability and flexibility, able to be responsive to service demands each day.
- Excellent communication skills – listening, verbal & written.
- Strong organisational & time management skills.
- A Proactive approach
- An Open mindset
- A Strong work ethic

Desired:

- Level 3 NZQA Career force
- Previous experience working with people with disability or those with health needs.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Establish and maintain positive working relationships with colleagues and clients.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.

- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.