

# STATEMENT OF ACCOUNTABILITY

## Kaiāwhina – Allied Health Assistant

**TEAM**

Allied Health Support Team

**ROLE TITLE**

Kaiāwhina – Allied Health Assistant

**REPORTS TO**

Clinical Coordinator Allied Health Kaiāwhina/Assistant Team

**OUR CULTURE**

At our Waitaha Canterbury and Te Tai o Poutini West Coast we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

**OUR TEAM  
ACCOUNTABILITY**

As a member of the Allied Health Team, you will actively support and enable Waitaha Canterbury And Te Tai o Poutini West Coasts' Strategic Direction and the aligned Allied Health Strategic Plan, as a result this role has shared accountability for:

- Under direction of relevant Allied Health professional(s), implements person centred goals/ programmes that takes into consideration client/patient/Tāngata whaiora preferences and interprofessional working
- Accepts responsibility for own actions and decisions within area of work
- Relays information and educates appropriately to the needs of the client/patient/Tāngata whaiora
- Facilitates client/patient/Tāngata whaiora responsibility to maintain and promote health
- Establishes rapport and trust with client/patient/family/whānau/Tāngata whaiora
- Effective communication and documentation
- Regularly reports information about the client/patient/Tāngata whaiora's intervention to relevant Allied Health professional(s)
- Relays information to client/patient/Tāngata whaiora in a way that protects their rights and to allow informed decisions
- Uses a variety of communication strategies when required
- Participate in and contribute to the functioning of the team
- Establish and maintain an effective working relationship with other colleagues and commitment to team working
- With support of others, identifies own level of competence, seeks assistance, advice and knowledge as necessary

- Takes responsibility for developing and maintaining identified competencies with support of appropriate Allied Health professional(s)
- Undertakes learning activities relevant to own role, shares knowledge gained with others
- Accesses supervision, debriefing and direction as necessary
- Practices in a culturally safe manner

## MY ROLE RESPONSIBILITY

The Allied Health Assistant (AHA) is responsible for providing support to Waitaha Canterbury and Te Tai o Poutini West Coast Allied Health services to deliver effective, efficient and quality client/patient focussed therapeutic care within the inpatient, outpatient and community settings, ensuring the promotion of good health and independence for the Canterbury and West Coast population. Types of roles must have the appropriate skills and knowledge to undertake activities that are delegated and supervised by a registered Allied Health Professional (AHP).

Specifically, the role is responsible for:

- Provision of delegated supervision of individual or group exercise programmes / activities using a patient centred model of care for patients of all ages who have been referred to the Allied Health Service.
- Provision of appropriate intervention and education for client/patients/Tāngata whaiora, Whānau/Families, Carers and Guardians of these client/patients/Tāngata whaiora as required, including the safe and correct use of equipment.
- Provision of a level of service that supports client/patients/Tāngata whaiora to attain a maximum level of independence considering the medical, mental, physical, social and emotional elements of health care.
- Effective liaison with delegating registered AHP and all other relevant Health Professionals, outside agencies and others involved in the care of the client/patients/Tāngata whaiora.
- Maintain client/patient/Tāngata whaiora documentation, records and accurate statistical information to reflect care provided and meet professional standards both locally and nationally.
- Active participation in professional development and supervision.
- Contribute to service development and change through liaison with Allied health and line management.

## MY CAPABILITY

**To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads Self leadership focus:**

A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

- **Cultural Awareness** – Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.

- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

#### **Clinical/Technical Skills**

- Confidence using computer, smart phone and tablet devices
- Knowledge and experience using Microsoft Office Suite and tools including Word, Excel, Outlook and Teams
- Familiarity with mobility aids and assistive devices
- Mandatory training as required for the role

#### **Qualifications, experience, knowledge and skills:**

- Adequate literacy and numeracy skills
- New Zealand Certificate in Health and Wellbeing (NZQA Level 3) - relevant strand Health Assistants - to be completed within 2 years of commencement or to be commenced within 1 year of employment.
- Excellent communication – listening, verbal & written.
- Excellent organisational & time management skills
- Be in good physical health and mental health to undertake the duties expected.
- Displays effective interpersonal communication skills
- Demonstrates a high standard of environment hygiene cleaning/restocking
- Has a commitment to quality and accuracy and is keen to learn and develop new skills
- Able to cope with a high and varied work load including emergency situations.
- Effective time management skills and ability to prioritise.
- Demonstrates initiative and flexibility.
- Ability to maintain confidentiality at all times.

#### **Desirable:**

- Previous experience of working in health and/or disability care setting
- Knowledge of all relevant legislation and standards including:
  - Code of Health & Disability Service
  - Privacy Act
  - Health and Safety in Employment Act
  - ENABLE New Zealand
  - ACC procedures and legislation
- Experience in customer care / service
- Ability to be innovative, pro-active and flexible
- Possess good clerical, literacy and computer skill

## MY RELATIONSHIPS TO NURTURE

### Internal

- Service, Clinical, Case Managers and Leaders
- Directors of Allied Health
- New entry, Professional, Advanced, Expert and Consultant Allied Health Professionals
- Allied Health Educators, Coordinators and Professional Leaders

### External

- Tāngata whaiora and their Whānau
- External community agencies, government agencies and healthcare providers

## OUR WELLBEING, HEALTH AND SAFETY

At Waitaha Canterbury and Te Tai o Poutini West Coast, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.