

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

Title	Mental Health Assistant			
Reports to	Charge Nurse Manager			
Location	Hillmorton Hospital			
Department	Te Whare Mauri Ora			
Direct Reports	N/A		Total FTE	0.94
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	21 Apr 2026			
Salary band (indicative)*	\$59024 - \$74442			

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

Te Whare Mauri Ora (TWMO) is an open forensic rehabilitation ward where our aim is to help prepare our patients for living in the community. We are a 13-bed forensic inpatient unit based on the Hillmorton Hospital campus and are part of the Regional Forensic Specialist Mental Health Services within Health New Zealand.

TWMO provides multidisciplinary assessment and treatment for tangata whaiora in a supportive open forensic rehabilitation setting. The service works with individuals whose mental illness has contributed to serious offending, or who are assessed as presenting a high risk to themselves or others, with a focus on recovery and preparing them for a safe transition back into the community.

Mental Health Assistants are instrumental in providing care to patients and supporting the clinical team. As a Mental Health Assistant, you will assist nursing staff with patient cares whilst maintaining a safe and clean work environment on the ward.

Excellent communication and interpersonal skills along with a caring and compassionate nature will see you excel in this area. We pride ourselves on working as a team in collaboration and partnership with consumers and family/whanau.

Key Result Area	Expected Outcomes / Performance Indicators
Whaiora care and support	<ul style="list-style-type: none"> • Help whaiora with daily needs and treat them with kindness and respect. Notice and report any changes in their mood or behaviour.
Monitoring and safety	<ul style="list-style-type: none"> • Keep whaiora safe by following rules. Watch for risks and act quickly in emergencies.

Support treatment plans	<ul style="list-style-type: none"> • Help carry out care plans and encourage whaiora to join activities that support their recovery.
Communication and records	<ul style="list-style-type: none"> • Write clear notes and share information with the team. Keep all whaiora information private.
Professional behaviour	<ul style="list-style-type: none"> • Follow workplace rules, respect all people, and keep learning to improve your skills.
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. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • 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 leadership and 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 place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the [Charge Nurse Manager]

- All matters relating to whaiora and staff safety

Relationships

External	Internal
<ul style="list-style-type: none"> • Other ward and clinical areas • NGOs and outpatient services 	<ul style="list-style-type: none"> • Members of the ward MDT •

About you – to succeed in this role

You will have

Essential:

- Experience supporting people in mental health or related care setting
- Good communication skills, ability to show empathy, patience, and respect for whaiora
- Ability to work as part of a team and follow instructions
- Understanding of confidentiality and safe practice
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Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Experience working within a mental health setting

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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- 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.

Desired:

- Demonstrate the ability to communicate in Te Reo Maori.

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.

*The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.