

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

<b>Title</b>	Allied Health Assistant – Occupational Therapy
<b>Reports to</b>	Clinical Team Leader for Cluster & Clinical Manager- Occupational Therapy
<b>Location</b>	Older Persons Health and Rehabilitation ( Burwood Hospital )
<b>Department</b>	Occupational Therapy
<b>Date (the PD is finalised)</b>	April 2026
<b>Salary band (indicative)*</b>	Band 3-6 as per the PSA Allied Health, Scientific & Technical Collective Agreement.

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

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The primary purpose of the role is to:

The Allied Health Assistant (AHA) is a trusted partner and important member of the health care team, supporting a variety of Allied Health services in delivering person and whānau-centred care within an interdisciplinary framework across a range of settings, including but not limited to hospital, ambulatory, community and rural settings.

This role will, under delegation, complete tasks and activities to support and assist the Occupational Therapy team while working directly with people and whānau to provide direct and indirect care. The role will also be required to work independently to deliver tasks/interventions delegated by the Occupational Therapists and applicable to the respective service area.

Key Result Area	Expected Outcomes / Performance Indicators
Delivery of Effective high-quality care	<ul style="list-style-type: none"> <li>• Under delegation of relevant allied health clinician(s), implement person and whānau centred care that takes into consideration the persons and whānau preferences and interprofessional working</li> <li>• Understands their role as well as other healthcare team members</li> <li>• Accepts responsibility for own actions and decisions within area of work and conduct duties within the boundaries of own knowledge and competency</li> <li>• Appropriate treatment is conducted within specified timeframes and to agreed standards as delegated by the allied health clinician</li> <li>• In partnership with the person, whānau and the interdisciplinary</li> </ul>

	<p>team, monitor progress toward expected outcomes, facilitating person and whānau goals</p> <ul style="list-style-type: none"> <li>• Ensures education is appropriately undertaken to the needs of the person and whānau within the competencies of your role</li> <li>• Facilitates and guide person and whānau to maintain and promote health</li> <li>• All interventions are performed in a professional and compassionate manner</li> <li>• Demonstrate an awareness of correct moving and handling</li> <li>• Recognise and appropriately respond to signs of vulnerability and risk</li> <li>• Always demonstrates professional behaviour</li> <li>• Models Health New Zealand, Te Whatu Ora (Te Mauri o Rongo) values in everyday interactions with patients, staff and whānau.</li> </ul>
<p>Ability to work as part of an effective team</p>	<ul style="list-style-type: none"> <li>• Participates in, and contributes to, the functioning of the team, establishing and maintaining an effective working relationship with other colleagues; participating as a team member to ensure the best outcomes for people</li> <li>• Actively contributes to the functioning and development of the interdisciplinary team, including orientation of colleagues, students and meeting attendance</li> <li>• Mentors and Supports new assistant staff as directed by line manager.</li> <li>• Understands risk issues and has a clear understanding of processes for escalating urgent issues to members of the interdisciplinary team</li> <li>• Utilises resources (time, equipment,) efficiently and effectively.</li> <li>• Actively participates in all service meetings</li> <li>• Maintains professional connections and networks with other allied health assistants to enhance the service for person, whānau, and own professional development</li> <li>• Contributes to and participates in service development.</li> </ul>
<p>Quality Assurance</p>	<ul style="list-style-type: none"> <li>• Takes responsibility for own learning by recognising training and skill development needs, and by undertaking professional development activities on an ongoing basis</li> <li>• Participates in the organisation performance development process</li> <li>• Identifies and agrees training and development goals with line manager and relevant health care team members</li> <li>• Completes all relevant mandatory training and specific training applicable to role</li> <li>• Maintains and develops a Professional development portfolio, including a training record</li> <li>• Participates in observe sessions by members of health care team Participates in supervision in line with the organisation's requirements.</li> </ul>
<p>Contributes to and maintains relevant service and administrative</p>	<ul style="list-style-type: none"> <li>• Assists in the management, supply and setting up of equipment required within hospital clinical and non-clinical areas, ambulatory or</li> </ul>

Standards/ processes	<p>community settings, including the persons own home environment to assist with mobility, activities of daily living or communication</p> <ul style="list-style-type: none"> <li>• Undertakes administrative tasks as required (e.g., booking person and whānau appointments, preparing clinic / rooms / equipment / other resources)</li> <li>• Assists the health care team in the maintenance of a safe and professional working environment e.g., cleaning duties, ordering, timetabling, car booking etc.</li> <li>• Documents person and whānau interactions as directed by relevant policies and the health care team</li> <li>• Captures accurate statistical information, as per service requirements</li> <li>• Utilises Health New Zealand, Te Whatu Ora resources effectively</li> <li>• Appropriate use of information technology systems following training.</li> </ul>
Effective communicator	<ul style="list-style-type: none"> <li>• Communicates regularly and effectively with person and whānau in a culturally appropriate manner, as required by the role and delegations from the allied health clinicians</li> <li>• Effective and culturally appropriate verbal and written communication skills are demonstrated, including for people with communication and/or cognitive difficulties, with appropriate use of interpreters and any other communication support / tools as required</li> <li>• Relays information to person and whānau in a way that protects their rights as per Health and Disability Commission</li> <li>• Demonstrates respect, empathy/understanding and interest in the person and whānau <ul style="list-style-type: none"> <li>Promotes person and whānau-centred independence and autonomy within the authorised delegation of role.</li> </ul> </li> </ul>
Confidentiality and Privacy	<ul style="list-style-type: none"> <li>• Ensures personal and health information (person, whānau, staff, corporate) is managed in accordance with Health New Zealand, Te Whatu Ora privacy policies and relevant privacy laws and regulations.</li> <li>• Reports privacy breaches in line with Health New Zealand, Te Whatu Ora policy.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• Following and complying with Health, Safety and Wellbeing policies and processes and applying them to their own work activities, including using/wearing Personal Protective Equipment as required</li> <li>• Participating in activities directed at preventing and fostering inclusive, respectful, and supportive relationships that promote wellbeing in the workplace</li> <li>• Identifying, reporting and self-managing hazards where appropriate</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

**Matters which must be referred to the Clinical Manager Occupational Therapy**

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

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Person and whānau</li> <li>• Caregivers</li> </ul>	<ul style="list-style-type: none"> <li>• Health New Zealand, Te Whatu Ora Allied Health, Scientific and Technical staff</li> </ul>

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| <ul style="list-style-type: none"> <li>• Other healthcare providers (i.e., Aged Residential care)</li> <li>• Enable New Zealand/Accessible</li> <li>• Community organisations and support groups</li> <li>• Non-Governmental Organisations</li> </ul> | <ul style="list-style-type: none"> <li>• Health New Zealand, Te Whatu Ora employees</li> <li>• Students (including, allied health, scientific and technical, nursing and medical)</li> <li>• Management and staff</li> </ul> |
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## About you – to succeed in this role

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### You will have

#### Essential:

- A commitment to biculturalism and achieving equitable outcomes for Māori
- Year 11 Maths and English | Te Reo or equivalent
- Effective written and verbal communication in English and/or Te Reo Māori
- A positive, pro-active approach to work
- Sound computer skills including computer literacy in Microsoft Office (word, outlook and excel)

#### Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Current full driver's licence or actively working towards a full drivers licence – this is a requirement for community and rural work
- Achieved or committed to achieving Aotearoa New Zealand Certificate in Health and Wellbeing (NZQA Level 3), within first 18 months of employment in the role
- An understanding of health care in Aotearoa | New Zealand
- Experience in a Allied Health Assistant or Healthcare Assistant role
- Experience in working with people of all age groups in a health care 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.
- Demonstrate effective and clear communication skills.

- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.
- Demonstrate a commitment and empathy to person and whānau centred care

*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.*