

POSTION DESCRIPTION

At Health New Zealand Te Whatu Ora - Waitaha, 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.

POSITION TITLE:

Allied Health Assistant

REPORTS TO (Title):

Clinical Manager Social Work

REPORTS ON A DAILY BASIS TO:

Allied Health Social Workers

PRINCIPAL OBJECTIVES

- To assist in the day to day operation of the Allied Health Social Work Service and to assist with patient related administration and management.

FUNCTIONAL RELATIONSHIPS:

(Who are the customer/consumers/patients)

INTERNALLY:

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| 1 | Clinical Manager Social Work |
| 2 | Allied Health Team Leaders: Social Workers |
| 3 | Social Workers |
| 4 | Clerical support staff |
| 5 | Allied Health Students |
| 6 | Health New Zealand staff – nurses, orderlies, allied health, laundry, site maintenance, cleaners |

EXTERNALLY:

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| 1 | Patients/clients and their family/whanau/carers |
| 2 | Community Organisations/support groups/Agencies and services |
| 3 | Hospital visitors |

Role Purpose:

You will assist Allied Health Social Work professionals and other staff in the provision of care for inpatient, outpatient and community-based patients/clients of Health New Zealand. You will provide support to Social Workers to deliver the highest quality of clinical care by working together with patients, families, caregivers and communities.

| | ESSENTIAL | DESIRABLE |
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| Education and Qualifications (or equivalent level of learning) | <ul style="list-style-type: none"> Year 11-NCEA Level 1 English (or equivalent) Year 11-NCEA Level 1 Maths (or equivalent) NZQA Level 3 qualification (or equivalent) * <p><i>*If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.</i></p> | <ul style="list-style-type: none"> NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Health Assistance Strand* <p><i>*If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.</i></p> |
| Experience | <ul style="list-style-type: none"> Ability to learn new skills and competencies Experience working in health/disability settings or with the general public | <ul style="list-style-type: none"> IT skills including Zoom |
| Knowledge and Skills | <ul style="list-style-type: none"> Promotion of safety and independence under the direction of qualified allied health professionals, including the development and maintenance of functional skills with activities of daily living. Provide assistance with tasks under the direction of a qualified allied health professional. Supervise and assist clients using appropriate skills as requested by qualified allied health professionals. Participate in the smooth running of workplaces Completion of general administration duties as required by delegated allied health professionals e.g. the gathering of data and information/data entry and other record keeping duties. Assist with cover for workload in other areas as directed Perform other duties relevant to the position as required Be computer literate with a broad based understanding of computer skills Must possess a full and current NZ Driver's licence Base knowledge of first-aid and willingness to participate in annual CPR training | |
| Personal Qualities | <ul style="list-style-type: none"> Demonstrates a high level of interpersonal and communication skills Able to work in a supportive and honest manner, demonstrating initiative and problem solving ability Able to gain peer credibility and respect, and accept responsibility for own actions Have an appropriate presentation and standards of personal care and grooming Have an appropriate level of fitness and an ability to undertake physically demanding tasks safely Ability to work under direction of Allied Health Professional(s) Have an appropriate presentation and standards of personal care and grooming Have an appropriate level of fitness and an ability to undertake physically demanding tasks safely Ability to work under direction of Allied Health Professional(s) | |

| Key Accountabilities: | Example of successful delivery of duties and responsibilities: |
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| Delegated Clinical Responsibilities | |
| <ul style="list-style-type: none"> • Under direction of relevant Allied Health professional(s), implements person centred goals/ programmes that takes into consideration client/patient 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 • In partnership with the patient/client, monitor their progress toward expected outcomes • Participates in on-going health education of patients/clients in a way that they can understand • Facilitates client/patient responsibility to maintain and promote health | <ul style="list-style-type: none"> • You show evidence of assisting others to achieve their goals (partnership) • You demonstrate respect, empathy/understanding and interest in client/patients. • You provide practical support for other team members to facilitate patient/client goals • You are involved in Clinical Task Indicator sign off for your delegated skills |
| Communication | |
| <ul style="list-style-type: none"> • Regularly reports information about the patient/client's intervention to relevant Social Work professional • Relays information to patients/clients in a way that protects their rights and to allow informed decisions • Uses a variety of communication strategies when required • Establishes rapport and trust with client/patient/family/whānau | <ul style="list-style-type: none"> • You must update Social Worker & professional/multidisciplinary team (MDT) on progress and effectiveness of interventions • You have an ability to use alternative modes of communication |
| Teamwork | |
| <ul style="list-style-type: none"> • Participate in and contribute to the functioning of the team • Establish and maintain an effective working relationship with other colleagues | <ul style="list-style-type: none"> • You participate as a team member to ensure the best outcomes for patients/people |
| Clinical Competencies – Safe and Culturally Sensitive | |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • You meet the mandatory training requirements of the work place • You update your knowledge related to practice guidelines • You keep and maintain a learning portfolio • You maintain an up to date professional development plan • You assist patients/clients to gain appropriate support and representation which reflects their cultural needs and preferences |

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| <ul style="list-style-type: none"> • Accesses supervision, debriefing and direction as necessary • Practices in a culturally safe manner | |
| Legislative Requirements | |
| <ul style="list-style-type: none"> • Demonstrates knowledge of policies and procedural guidelines that have implications for day to day work • As directed by Allied Health professional(s), practises in accordance with relevant legislation/codes/policies and upholds patients/clients' rights | <ul style="list-style-type: none"> • You adhere to Health New Zealand and legislative standards of practice • You maintain confidentiality of patient information in line with CDHB policies and practices |
| Documentation | |
| <ul style="list-style-type: none"> • Adheres to the Health New Zealand's Record Documentation Standards. NB: clinical notes will be monitored/supported by appropriate Allied Health professional | <ul style="list-style-type: none"> • Your documentation is timely, clear, concise and accurate • You demonstrate literacy and computer skills essential for own practice and to support other team members |
| Other Duties | |
| <ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience • Act as a role model for the Canterbury DHB Organisational Values | <ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Canterbury DHB processes and reflects best practice • Research undertaken is robust and well considered • Live and support the Canterbury DHB values in everything you do |
| Professional Development – self | |
| <ul style="list-style-type: none"> • Identifying areas for personal and professional development. | <ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism. |
| Health, Safety and Wellbeing | |
| <ul style="list-style-type: none"> • Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems | <ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times |

| Treaty of Waitangi | |
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| <ul style="list-style-type: none"> Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis | <ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori |

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.