

STATEMENT OF ACCOUNTABILITY

Allied Health Assistant Team Leader

TEAM

Allied Health Te Tai o Poutini West Coast

ROLE TITLE

Allied Health Assistant Team Leader

REPORTS TO

Associate Director Allied Health Scientific & Technical

Allied Health, Sci & Tech Professional Development Facilitator (Professional)

DIRECT REPORTS

This role has delegated people management responsibilities

OUR CULTURE

At 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:

- Growth and development of a more capable and diverse Allied Health Assistant workforce aligned with current Waitaha Canterbury and Te Tai o Poutini West Coast's health care delivery models.
- Commitment and participation in system and service improvement and transformation to enhance equity and outcomes of the tāngata and their whānau.
- Active partnership, participation and empowerment of our tāngata whaiora and their whānau through effective use of prevention and early intervention and enablement strategies.
- Implementation and utilisation of data and technology to plan, evaluate and modify the way we deliver efficient care that is timely and responsive and empowering our tāngata whaiora to take greater responsibility for their wellbeing.
- Accepts responsibility for own actions and decisions within area of work
- Effective communication and time management
- Relays information to patients/clients in a way that protects their rights and to allow informed decisions.
- Establish and maintain an effective working relationship with other colleagues
- 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)
- Accesses supervision, debriefing and direction as necessary
- Practices in a culturally safe manner

MY ROLE RESPONSIBILITY

The Allied Health Assistant Team Leader is responsible for providing daily operational leadership for the Central Allied Health Assistant team; and supporting the Northern and Southern Allied Health Assistant teams as required, though they are not direct reports. With a goal to foster working relationships with Allied Health Registered Professionals to deliver effective, efficient and quality patient/client focussed therapeutic care within the inpatient, outpatient and community settings. This role will also be required to provide direct therapeutic care as an Allied Health Assistant, as appropriate to the needs of the service area. This role may have some delegated staff management tasks, though does not have budgetary responsibility.

Specifically, the role is responsible for (Include if applicable to the role):

- The day-to-day management and/or supervision of staff within the Central Allied Health Assistant team, including capacity planning and coordination, placement or allocation of staff (e.g. staff rosters and rotations), and leave management.
- Offering basic HR advice and referral pathways for escalation if and when required. Conducting success and development and performance management processes with support from the Allied Health Team Manager.
- Professional leadership and supervision of delegated clinical activity and practice, through provision of expert advice, consultation and support to all Allied Health Assistant, while working within professional or occupational policies and be accountable for own professional actions.
- Setting targets and goals for data gathering and reporting.
- Collaborating with the Allied Health, Scientific & Technical Professional Development Coordinator to upskill and maintain competencies of all Allied Health Assistant.
- Contribute to service development and change in collaboration with the Allied Health Leadership Team.
- Day-to-day use of general and specialty equipment, stock control, as well as training other staff and tangata whaiora on safe equipment use practices and maintenance.
- Carrying out (non)clinical audits as required.
- Under direction of relevant Allied Health professional(s), implements person centred goals/ programmes that takes into consideration client/patient preferences and interprofessional working.
- Regularly reports information about the patient/client's intervention to relevant Allied Health professional(s).
- Relays information and educates appropriately to the needs of the client/patient
- Facilitates client/patient responsibility to maintain and promote health and establishes rapport and trust with client/patient/family/whānau
- Provision of appropriate intervention and education for patient, whānau / Families, Carers and Guardians of these patients/clients as required,
- Provision of a level of service that supports patients/clients to attain a maximum level of independence considering the medical, physical, social and emotional elements of health care.
- Effective liaison with delegating registered Therapists and all other relevant Health Professionals, outside Agencies and others involved in the care of the patients/clients.
- Maintain patient/client 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.
- Performing other duties considered to be within the scope of this role as agreed by you and your manager.

MY CAPABILITY

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

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of the Te Tiriti o Waitangi and implements Te Tai o Poutini West Coast' vision of ensuring equitable outcomes for Māori.
- **Enhancing People Performance** - Improve performance and bring out the best in people; to deliver high quality results for patients.
- **Enhancing Team Performance** - Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
- **Achieving Through Others** - Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
- **Identifying and Developing Talent** - Encourage and support diversity and build the people capability required to deliver 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 and drive improvement in processes, equity and outcomes for the people, communities and whanau we care for and serve.

Clinical/Technical Skills:

- Computer and typing skills
- Training and experience in working as an Allied Health Assistant

Essential:

- New Zealand Certificate in Health and Wellbeing (NZQA Level 4 or Level 3 and working towards Level 4 to be completed within 18 months of commencement of employment) - relevant strand Health Assistants
- Minimum 2 years' experience as an Allied Health Assistant
- Clearance under the provision of the Vulnerable Children's Act (2014)
- Excellent communication – listening, verbal & written
- Excellent organisational & time management skills
- Good literacy and numeracy skills
- Full driver's licence
- Be in good physical health to undertake the duties expected
- Displays effective interpersonal communication skills
- Demonstrates a high standard of 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
- Excellent time management skills and ability to prioritise
- Demonstrates initiative and flexibility
- Ability to maintain confidentiality at all times

Desirable:

- Experience in people leadership and/or management
- Experience in teaching/supervision, training and development of staff
- Experience in caseload management
- 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

MY RELATIONSHIPS TO NURTURE

Internal

- Director of Allied Health, Scientific & Technical
- Chief of Allied Health, Scientific & Technical
- Clinical Nurse Managers
- AH Clinical Leaders & Team Managers
- Allied Health Clinicians
- Administrators
- People & Capability Team
- Quality Improvement and Clinical Governance committees

External

- Tāngata whaiora and their whānau
- Partners in care, including GP's, NGO's and key agencies within the sector
- 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.