

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

<b>Title</b>	Kaiāwhina-Allied Health Assistant
<b>Reports to</b>	Clinical Manager OPHR Community Team
<b>Location</b>	The Princess Margaret Hospital
<b>Department</b>	OPH & R
<b>Date</b>	October 2025
<b>Job band (indicative)</b>	PSA Allied Health Scientific & Technical Non-degree Core Scale B

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

---

The OPH Community Services provide a coordinated multidisciplinary response for older adults, in their usual home environment. Our focus is on enhancing independence, improving quality of life and preventing admission to hospital.

We strive to provide:

- A comprehensive, holistic assessment of clients medical, rehabilitation and support needs in their home environment
- Coordination of appropriate supports for clients and their whānau/carers
- Opportunities for improved functional outcome (increased independence) for older adults at home, using restorative models of care
- A flexible and adaptable approach to meeting the individualised needs of each client

### The Kaiāwhina/AHA Role:

This role is responsible for providing an accountable and professional Allied Health Assistant (AHA) service to clients under the care of our OPH Community Service Teams.

The AHA, under the direction of registered health professionals, assists in providing a therapeutic service to clients in accordance with our Community Service Teams philosophy, objectives, standards, protocols and policies.

Key Result Area	Expected Outcomes / Performance Indicators
Uses Restorative Models of care	<ul style="list-style-type: none"> <li>• Supports clients to achieve optimum levels of independence, while considering the medical, mental, physical, social and emotional elements of health care.</li> <li>• Supervises delegated exercises or activities, using a patient-centred model of care.</li> <li>• Assists in the delivery, installation, and education on use of equipment in the home environment, according to OPH &amp; R policies and training procedures.</li> <li>• Completes minor adjustments to equipment and home environments, within skill level and scope.</li> <li>• Maintains accurate documentation that reflects the care provided and meets OPH &amp; R policy.</li> </ul>
Demonstrates strong communication skills	<ul style="list-style-type: none"> <li>• Works within the scope of the Allied Health Assistant, following procedures for delegation of tasks from registered Health Professionals.</li> <li>• Effectively liaises with delegating registered health professionals and all other relevant staff, outside agencies and others involved in the care of the client.</li> <li>• Establishes and maintains an effective working relationship with other colleagues and is committed to effective teamwork.</li> <li>• Establishes rapport and trust with clients/whānau/carers.</li> <li>• Relays information to client/whānau/carers in a way that protects their rights and allows informed decisions.</li> <li>• Uses a variety of communication strategies, as required</li> </ul>
Demonstrates effective teamwork and follows formal delegation processes	<ul style="list-style-type: none"> <li>• Works within the scope of the Allied Health Assistant, following procedures for delegation of tasks from registered Health Professionals.</li> <li>• Ensures that the appropriate person or health professional is advised of changes in health care status, and/or client's need for information.</li> <li>• Establishes and maintains an effective working relationship with other colleagues and is committed to effective teamwork.</li> <li>• Undertakes administrative tasks as requested</li> </ul>
Participates in professional development, training, education and appraisal processes	<ul style="list-style-type: none"> <li>• Participates in area training requirements, including the Calderdale Framework and Enable NZ Service Accreditation.</li> <li>• Holds the New Zealand Certificate in Health and Wellbeing (NZQA Level 3), or be willing to complete this as part of employment.</li> <li>• With support of others, identifies own level of competence, seeks assistance, advice and knowledge as necessary.</li> <li>• Takes responsibility for developing and maintaining identified competencies, with support of appropriate health professionals.</li> <li>• Undertakes learning activities relevant to own role, shares knowledge gained with others.</li> <li>• Actively participates in professional development, appraisal processes and supervision.</li> <li>• Accesses supervision, debriefing and direction as necessary.</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>• Demonstrates awareness of colonisation and power relationships.</li> <li>• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</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> <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 leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</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 CREST**

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

## Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Clients/Family/Whānau/Carers.</li> <li>• Home Based Support and Nursing Service providers</li> <li>• Referrers from the community and service agencies, including primary care</li> <li>• Voluntary agencies and those providing informal supports</li> </ul>	<ul style="list-style-type: none"> <li>• Interdisciplinary team members</li> <li>• Staff in other departments across the community and inpatient settings</li> <li>• Clinical, Service, and Professional Leaders</li> </ul>

## About you – to succeed in this role

---

### You will have

#### Essential:

- The New Zealand Certificate in Health and Wellbeing (NZQA Level 3), or be willing to complete this as part of your employment.
- A current full New Zealand driver's licence and the ability to drive manual and automatic vehicles
- Excellent communication skills – listening, verbal & written.
- Strong organisational & time management skills.
- A commitment to learning and developing new skills
- Experience in implementing Te Tiriti o Waitangi in action.

#### Desired:

- Have previous experience of working in health and/or disability care settings.
- Have clinical experience in the speciality area of gerontology and/or rehabilitation.
- Have knowledge and understanding of mental health changes and the impact on the elderly.
- Possess good clerical, literacy and computer skills.

### You will be able to

#### Essential:

- Manage a varied work load, across a variety of community environments.
- Demonstrate initiative, adaptability and flexibility.
- Exhibit a positive approach to problem solving.
- 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.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.

- 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.

*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.*