

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

<b>Title</b>	Mental Health Assistant		
<b>Reports to</b>	Charge Nurse Manager		
<b>Location</b>	Te Whare Hohou Roko		
<b>Department</b>	Forensic Inpatient Services		
<b>Direct Reports</b>	N/A	<b>Total FTE</b>	0.94
<b>Budget Size</b>	<b>Opex</b>	<b>Capex</b>	
<b>Delegated Authority</b>	<b>HR</b>	<b>Finance</b>	
<b>Date</b>	June 2026		
<b>Job band (indicative)</b>	Step 1-5		

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 primary purpose of the Mental Health Assistant (MHA) is to improve health outcomes for tangata whaiora through their performance as a member of the health care team. MHAs do this by assisting with both non-direct and direct tangata whaiora care activities under the direction and delegation of a registered nurse (RN) or enrolled nurse (EN).

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Key role areas of responsibility

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
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<p>demonstrates responsibility within the MHA role.</p>	<ul style="list-style-type: none"> <li>• Complies with Health NZ: Waitaha Canterbury policies and procedures always</li> <li>• Consistently works within the Kaupapa of the Specialist Mental Health Service (SMHS) service area</li> <li>• Ensures that their own mandatory requirements are always up-to-date</li> <li>• Demonstrates accountability and responsibility when assisting or working under the direction of a registered or enrolled nurse</li> <li>• Promotes an environment that enables tangata whaiora safety, independence, quality of life and health.</li> <li>• Ensures that tangata whaiora confidentiality is always maintained</li> <li>• Respects tangata whaiora dignity and right to hold personal beliefs, values and goals</li> <li>• Acts professionally and always presents a professional image</li> </ul>
<p>Assists with routine activities for tangata whaiora under the direction and delegation of an RN</p>	<ul style="list-style-type: none"> <li>• Provides planned activities and procedures for tangata whaiora as directed by the registered or enrolled nurse.</li> <li>• Provides timely verbal and written reports on the progress of tangata whaiora to the registered or enrolled nurse</li> <li>• Ensures that documentation is accurate whilst maintaining confidentiality of information</li> <li>• Advises the registered or enrolled nurse if they have not been trained for any activity and ensures that they don't accept an activity if it is beyond their capabilities.</li> <li>• Advises the registered or enrolled nurse if they have concerns about the healthcare status of tangata whaiora or of any environmental issues that arise</li> </ul>
<p>Undertakes tasks as directed by the CNM (or delegate) or RN</p>	<ul style="list-style-type: none"> <li>• Performs tasks to support the effective running of the unit</li> <li>• Uses stock in a cost-effective manner within budget constraints</li> <li>• Participates in unit/staff meetings and decision making as required</li> </ul>
<p>Implements emergency procedures and maintains a safe and secure work environment</p>	<ul style="list-style-type: none"> <li>• Promptly initiates first aid/emergency actions, summons nursing staff and provides further emergency assistance as directed</li> <li>• Completes SMHS Fire and CPR training and updates as required by Health NZ: Waitaha Canterbury policies</li> <li>• Identifies, takes appropriate action and promptly reports clinical, Occupational Safety and Health or security incidents</li> <li>• Assists in the maintenance of unit equipment and promptly reports unsafe or malfunctioning equipment</li> </ul>

<p>Actively collaborates with other health care team members and ensures positive relationships with all</p>	<ul style="list-style-type: none"> <li>• Proactively seeks guidance from the responsible RN or EN as to the care of tangata whaiora and the MHAs role within this</li> <li>• Takes responsibility for ensuring positive working relationships with colleagues</li> </ul>
<p>Works in a way to ensure care is consistent with the principles of Te Tiriti o Waitangi</p>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the need to provide care that promotes Māori health</li> <li>• Provides care, consistent with the healthcare team approach, that promotes outcomes for Māori tangata whaiora</li> <li>• Participates in unit activities that promote care underpinned by tikanga Māori</li> </ul>
<p>Works in a way to ensure care is consistent with the principles of Equity</p>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the need to provide care that is equitable for all tangata whaiora</li> <li>• Provides care, consistent with the healthcare team approach, that recognises, respects and promotes the diversity of tangata whaiora and their inclusion in healthcare</li> <li>• Practices in a manner that tangata whaiora determines as being culturally safe</li> </ul>
<p>Ensures work is consistent with health and safety best practice</p>	<ul style="list-style-type: none"> <li>• Exercises due diligence in health and safety matters and follows health and safety strategies, initiatives, policies and procedures.</li> <li>• Takes practical steps to mitigate risks and hazards in the workplace that could cause harm, whilst maintaining high-quality tangata whaiora outcomes.</li> <li>• Is active in continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>

## Key Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Relevant Health Unions</li> </ul>	<ul style="list-style-type: none"> <li>• Director of Nursing</li> <li>• Nurse consultants</li> <li>• CNM and delegates</li> <li>• Duty Manager(s)</li> <li>• Clinical Team Coordinator(s)</li> <li>• CNS and ACNM</li> <li>• Unit nursing team</li> <li>• Other unit clinical and non-clinical staff</li> </ul>

### About you – to succeed in this role

#### You will be able to

- Demonstrate a reasonable level of physical fitness, including the ability to participate in personal restraint and CPR if required.
- Take care of your own physical and mental wellbeing, and have the stamina needed for the position.
- Demonstrate clear verbal and written English language communication.
- 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
- Establish and maintain positive working relationships.
- Demonstrate high standards of personal, professional, and institutional behaviour.

*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.*

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