

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Healthcare Assistant
Reports to	Charge Nurse Manager/Nurse Manager
Location	Health New Zealand, Te Whatu Ora Waitaha Canterbury
Children's Worker roleⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

- To maintain and promote meaningful activities and enhance social inclusion for patients/consumers of the Health Service.
- Perform duties that may include personal cares and tasks as directed and delegated by the Registered/Enrolled Nurse
- To undertake supportive duties related to the maintenance of a safe environment conducive to the delivery of quality patient care.

Key Result Area	Expected Outcomes / Performance Indicators
The Healthcare Assistant will undertake duties as reasonably expected and as delegated by the Registered/Enrolled Nurse.	<ul style="list-style-type: none"> • Demonstrates responsibility for own work within the healthcare team, including ensuring that they are always working under the direction and delegation of a Registered/Enrolled Nurse • Completes key tasks as co-ordinated by the Registered or Enrolled Nurse, or the Enrolled Nurse • Establishes and maintains positive relationships with other members of healthcare teams. • Acts professionally and always presents a professional image. • Reports any changes of patient status to the Registered/Enrolled Nurse in a timely manner • Uses appropriate channels of communication and documentation. • Uses resources in a cost-effective manner.

	<ul style="list-style-type: none"> • Participates in workplace meetings and decision making as required.
<p>The Healthcare Assistant will participate in directed health care activities that benefit patients.</p>	<ul style="list-style-type: none"> • Assists patients with activities of daily living as directed by the Registered/Enrolled Nurse. • Contributes to the evaluation of patient care by providing accurate information to the Registered/Enrolled Nurse in a timely manner. • Ensures that documentation is up-to-date and accurate • Promotes an environment that enables patient safety, independence, quality of life and health. • Demonstrates awareness of factors which impact on patient care, e.g. relationships with family/whānau, other support services
<p>The Healthcare Assistant will meet legislated requirements, and where necessary, implements emergency procedures that follow Health New Zealand policies, protocols, and standards.</p>	<ul style="list-style-type: none"> • Completes, and maintains compliance with all mandatory training as required by relevant Health NZ Waitaha polices. • Promptly initiates first aid/emergency actions, summons nursing staff, and provides further emergency assistance as directed. • Identifies, takes appropriate action with, and promptly reports; clinical incidents, occupational health and safety issues, security events. • Assists in the maintenance of ward equipment and promptly reports unsafe or malfunctioning equipment. • Maintains patient confidentiality at all times • Meets the requirements of the; Privacy Act, Occupational Health and Safety Act, Health New Zealand Code of Conduct and Code of Health and Disability Commissioner Act.
<p>The Healthcare Assistant can demonstrate effective relationship skills with patients and their family/whānau.</p>	<ul style="list-style-type: none"> • Demonstrates understanding and application of the principles of Te Tiriti o Waitangi. • Understands and adheres to professional boundaries with patients and whānau. • Establishes, maintains, and concludes therapeutic interpersonal relationships with patients and their whānau. • Demonstrates awareness of patients/whānau cultural needs in the health care setting. • Responds sensitively to patients/family/whānau cultural and spiritual beliefs. • Respects each patient's dignity and right to hold personal beliefs, values and goals. • Ensures all family/ whānau are referred to the appropriate persons when requiring information. • Maintains a level of communication with the patient as is appropriate to that patient's condition.
<p>Access and Outcomes</p>	<ul style="list-style-type: none"> • Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.

Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Access and Outcomes	<ul style="list-style-type: none"> • Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Any matters which are not clearly identified or do not comply with Health NZ Waitaha policies and procedures.
- Any clinical care not directed and /or delegated by a Registered/Enrolled Nurse

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and their whānau • NGO's and other services as required to meet the patients' needs 	<ul style="list-style-type: none"> • Director of Nursing • Nursing Director • Charge Nurse Manager/Nurse Manager • Associate Charge Nurse Managers • Nurse Educator • Clinical Nurse Specialist • Nurse Consultant

- Registered and Enrolled Nurses
- Allied Health Staff
- Multidisciplinary Team
- Non-clinical support staff
- Clinical Team Coordinator
- Duty Nurse Manager
- Service Manager

About you – to succeed in this role

You will have

Essential:

- Strong written and verbal communication skills
- Ability to prioritise and demonstrate initiative
- Ability to follow instructions and work under the direction and delegation of the Registered/Enrolled Nurse – seeking clarification and supervision as required
- A desire to work in partnership with patients and colleagues of the Te Whatu Ora Waitaha

Desired:

- Experience in the field of health
- New Zealand Certificate in Health and Wellbeing (Level 3), Health and Wellbeing Assistant strand

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Computer skills and a knowledge of PMS patient management system.

ⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.