

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	Allied Health Assistant
Reports to	Clinical Manager Physiotherapy OPHR
Location	Canterbury West Coast
Department	OPH&R Physiotherapy (BWD)
Date	27/08/2026
Salary band (indicative)ⁱ	PSA Allied, Public Health and Technical Collective Agreement, Core Scale Group B, Step 3-7
Children's Worker roleⁱⁱ	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:

The Allied Health Assistant (AHA) is a trusted partner and important member of the health care team, supporting a variety of Allied Health services in delivering person and whānau-centred care within an interdisciplinary framework across a range of settings, including but not limited to hospital, ambulatory, community, and rural settings.

This role will, under delegation, complete tasks, and activities to support and assist the health care team while working directly with people and whānau to provide direct and indirect care. The role will also be required to work independently to deliver tasks/interventions delegated by allied health clinicians and applicable to the respective service area.

Key Result Area	Expected Outcomes / Performance Indicators
Delivery of effective high-quality care	- Under delegation of relevant allied health clinician(s), implement person and whānau centred care that takes into consideration the person's and whānau preferences and interprofessional working. - Understands their role as well as other healthcare team

	members. • Accepts responsibility for own actions and decisions within area of work and conduct duties within the boundaries of own knowledge and competency. • Appropriate treatment is conducted within specified timeframes and to agreed standards as delegated by the Allied Health clinician. • In partnership with the person, whānau and the interdisciplinary team, monitors progress toward expected outcomes, facilitating person and whānau goals. • Ensures education is appropriately undertaken to the needs of the person and whānau within the competencies of the role. • Facilitates and guides person and whānau to maintain and promote health. • All interventions are performed in a professional and compassionate manner. • Always demonstrates professional behaviour. • Models Health New Zealand, Te Whatu Ora (Te Mauri o Rongo) values in everyday interactions with patients, staff and whānau.
Ability to work as part of an effective team	• Participates in, and contributes to, the functioning of the team, establishing and maintaining an effective working relationship with other colleagues; participating as a team member to ensure the best outcomes for people. • Actively contributes to the functioning and development of the interdisciplinary team, including orientation of colleagues, students, and meeting attendance. • Mentors and supports new assistant staff as directed by Line Manager. • Understands risk issues and has a clear understanding of processes for escalating urgent issues to members of the interdisciplinary team. • Utilises resources (time, equipment,) efficiently and effectively. • Actively participates in all service meetings. • Maintains professional connections and networks with other Allied Health Assistants to enhance the service for person, whānau, and own professional development. • Contributes to and participates in service development.
Quality Assurance	• Takes responsibility for own learning by recognising training and skill development needs, and by undertaking professional development activities on an ongoing basis. • Participates in the organisation performance development process. • Identifies and agrees training and development goals with Line Manager and relevant health care team members. • Completes all relevant mandatory training and specific training applicable to role.

	• Maintains and develops a Professional development portfolio, including a training record. • Participates in observation sessions by members of health care team. • Participates in supervision in line with the organisation's requirements.
Contributes to and maintains relevant service and administrative Standards/ processes	• Assists in the management, supply and setting up of equipment required within hospital clinical and non-clinical areas, ambulatory or community settings, including the person's own home environment to assist with mobility, activities of daily living or communication. • Undertakes administrative tasks as required (e.g., booking person and whānau appointments, preparing clinic / rooms / equipment / other resources). • Assists the health care team in the maintenance of a safe and professional working environment e.g., cleaning duties, ordering, timetabling, car booking etc.
Effective communicator	• Communicates regularly and effectively with person and whānau in a culturally appropriate manner, as required by the role and delegations from the allied health clinicians. • Effective and culturally appropriate verbal and written communication skills are demonstrated, including for people with communication and/or cognitive difficulties, with appropriate use of interpreters and any other • Relays information to person and whānau in a way that protects their rights as per Health and Disability Commission. • Demonstrates respect, empathy/understanding and interest in the person and whānau. • Promotes person and whānau-centred independence and autonomy within the authorised delegation of role.
Proficient record keeping	• Documents person and whānau interactions as directed by relevant policies and the health care team. • Captures accurate statistical information, as per service requirements. • Utilises Health New Zealand, Te Whatu Ora resources effectively. • Uses information technology systems appropriately following training.
Confidentiality and Privacy	• Ensures personal and health information (person, whānau, staff, corporate) is managed in accordance with Health New Zealand, Te Whatu Ora privacy policies and relevant privacy laws and regulations. That privacy breaches are reported in line with Health New Zealand, Te Whatu Ora policy.
Participates in the delivery of health and safety conscious system	Contributes to a safe and healthy workplace at Health New Zealand, Te Whatu Ora by: • Follows and complies with Health, Safety and Wellbeing policies and processes and applies them to their own work activities, including using/wearing Personal

	Protective Equipment as required. • Participates in activities directed at preventing and fostering inclusive, respectful, and supportive relationships that promote wellbeing in the workplace. • Identifies, reports and self-manages hazards where appropriate. • Reports incidents at work and raises issues of concern when identified early and accurately.
Innovation & Improvement	• Is open to new ideas and creates a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	• Models good team player behaviour, working with colleagues to avoid silo thinking and behaviour at decision making level to get in the way of doing what is best and collegially supports others to do the same. • 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.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• 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	• 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.
Health & safety	• 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	• 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.
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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Issues with the Hydrotherapy service if they arise including water clarity and any Health and Safety concerns
- Concerns identified during contact with clients/whānau/carers/providers
- Role expectations, personal training and development requirements
- Changes that may impact your ability to perform your role
- Health and safety concerns

Relationships

External	Internal
• Person and whānau • Caregivers • Other healthcare providers (i.e., Aged Residential care) • Enable New Zealand/Accessible • Community organisations and support groups • Non-Governmental Organisations	• Health New Zealand, Te Whatu Ora Allied Health, Scientific and Technical staff • Health New Zealand, Te Whatu Ora employees • Students (including, allied health, scientific and technical, nursing, and medical) • Management and staff

About you – to succeed in this role

You will have

Essential:

- A commitment and empathy to person and whānau centred care
- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Effective written and verbal communication in English and/or Te Reo Māori
- Sound computer skills including computer literacy in Microsoft Office (word, outlook and excel)
- A positive, pro-active approach to work

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- 2-3 years' experience working in a healthcare or hospital environment.

- Current full driver licence or actively working towards a full driver licence – this is a requirement for community and rural work.
- Achieved or committed to achieving Aotearoa New Zealand Certificate in Health and Wellbeing (NZQA Level 3), within first 18 months of employment in the role.
- An understanding of health care in Aotearoa | New Zealand
- With the support of Health NZ, Te Whatu Ora, proactively take care of your own health and safety, to ensure a safe and supportive work environment.

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.
- 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 with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities

Desired:

- Previous Assistant experience.
- Experience in working with people of all age groups in a health care setting.
- Experience in a variety of communications strategies and alternative modes of communication.
- Experience working in a customer care environment.
- Experience working within a team.
- Organisational and coordinating experience.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ 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.