

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 Buller IFHC
Reports to	Clinical Nurse Manager
Location	Buller Health
Department	Acute Stabilisation Unit

Direct Reports	Associate Clinical Nurse Manager	Total FTE	0.4
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	01/09/2026		
Salary band (indicative)ⁱ	Step 3 of the health care assistants scale NZNO MECA		
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:

Assist in the delivery of health care to patients, supporting clinical staff and promoting better health care outcomes for the patient under the direction and supervision of the clinical team.

Assistance in the delivery of healthcare within the Acute Stabilisation Unit, Buller may include:

- Monitoring the ward during handovers and MDTs
- Working under the direction and delegation of registered nurses to provide hygiene cares and activities of daily living.
- Assisting in meal deliveries
- Restocking and ordering supplies

Key Result Area	Expected Outcomes / Performance Indicators
Responsibilities for patient care	• To ensure test samples are appropriately labelled and packaged for transportation to the laboratory. • To act as a chaperone for other clinicians. • To assist with patient 1:1 watches as required. • To refer the patient to another clinician when appropriate. • To report any observed changes in the patient's condition or behaviour, or any other cause for concern, to an appropriate clinician. • Assisting where appropriate with personal cares, under direction and delegation of Registered clinical staff. • To participate in the roster rotation of Meals on Wheels to the community. • To assist with transport from ASU to relevant facilities as required.
2. Administrative responsibilities	• Re-stocking of clinical areas with clinical supplies and appropriate literature and forms. • Computer skills and imputing patient data into clinical database • Organise the provision of patient information leaflets, as requested.
3. Communications and relationships	• Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment. • Communicate effectively with other members of the health care team (e.g. GPs, Practice Nurses, acute care Registered staff). • Communicate effectively with patients and carers, recognising their needs for alternative methods of communication. • Provide and receive sensitive information. • To understand and follow the requirements of confidentiality (Privacy Act and practice policy, the Code of conduct)
4. Team working	• Understand own role and scope in the organisation. • Work as an effective and responsible team member, supporting others. • Ensure clear understanding and utilisation of referral mechanisms within the IFHC. • Participate in team activities that create opportunities to improve patient care.
5. Equality and diversity	• To act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures.

	- To respect the privacy, dignity and beliefs of patients, carers, visitors and co-workers. They must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc. - Be aware of statutory procedures, local guidance and referral criteria regarding protection of children and vulnerable adults, to follow the guidance and policies and take action in an appropriate manner.
6. Training/Personal development	- To undergo supervision and training as necessary to update skills and knowledge. - To take responsibility for maintaining a record of own personal development. - Participation and assistance in the orientation/induction of new healthcare professionals, including Practice Nurse, GP Registrars, nursing students and medical students. - To provide training to other staff in work relevant to this post.

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.

Culture and People Leadership

(This section is applicable only to leadership roles – do not amend. Delete for non-leadership roles.)

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

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.
- []

Relationships

External	Internal
Health care consumers Family/whanau members Visitors/members of the public Other health providers and agencies	Urgent and Acute team Primary care team Admin support staff and Clinical nurse manager Patients of the facility and their carers and families.

About you – to succeed in this role

You will have

Essential:

- Level 2-3 NCEA or equivalent (required passes in English and Math)
- Experience of working with the public, preferably within a service environment.
- Good interpersonal and communication skills, both verbally and in writing
- Be able to work as part of a Team.
- Possess high level of initiative.
- Be able to work under pressure and meet deadlines.
- Accountability

- Ensure patient confidentiality at all times.

Desired:

- NZ Certificate in Health and Wellbeing (Level 3), Health Assistant strand
- NZ Health, Disability & Aged Support (Level 3)
- Pre-health and Science (Level 3)
- Previous experience working in hospitals, nursing homes or primary care.
- Knowledge and understanding of the Principles and Articles of the Treaty of Waitangi
- Administration experience
- Computer literate

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.
-

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.