

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 – Neonatal Milk Room
Reports to	Nurse Manager – Neonatal Service
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 facilitate appropriate making of milk mixtures and milk additives for infants within the Neonatal Services.

Key Result Area	Expected Outcomes / Performance Indicators
Appropriate maintenance of milk room equipment.	• Ability to set up equipment within manufacturer's specifications. • Identify faulty equipment and report to appropriate person.
Stock control of milk formulas and milk additives.	• Identifies stock requiring replenishing. • Appropriate storage of stock. • Notifies appropriate person of potential stock deficits. • Able to order stock from appropriate facilities
Individualised milk formulas mixed for each designated infant.	• Daily/twice daily orders interpreted correctly. • Each prescribed volume has corrected additives added. • Each prescribed volume labelled appropriately

Maintenance of Infection Control Policies	• Store and handle all infant milk formulas per manufacturer's instructions. • Store and handle Expressed Breast milk as per Neonatal Service guidelines • Maintain a clean working environment as per Infection Control Policies, C.W.H.
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.
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.
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.

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
• Supply/procurement	• Associate Clinical Nurse Managers, Neonatal Services • Neonatal Nursing Team • Milk Room Project Lead • Medical Staff, Neonatal Services • Infection Control Practitioner, CWH • Dietician, CWH

About you – to succeed in this role

You will have

Essential:

- Effective communication and interpersonal skills.
- A positive attitude.
- Knowledge of infection control aspects and working within a clean environment.
- Ability to interpret written and verbal instructions.
- Basic computer skills.
- Basic math skills (addition, subtraction, multiplication and division)
- Ability to work autonomously as well as a team member.
- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions.
- Ability to be organised and pay attention to detail.
- Adhere to all established systems and training programmes to provide a safe working environment
- Ability to treat all information and data within the scope of the position with appropriate confidentiality.
- Attend mandatory meetings and in-service education programmes as scheduled by milk room project lead/educator.
- Assist in training other employees in feeding preparation and correct handling techniques as needed.

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.