

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 Service
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 cleaning and setting up of equipment to support the Clinical Team in the care of the neonate.
- To ensure adequate stock levels are maintained.

Key Result Area	Expected Outcomes / Performance Indicators
Appropriate maintenance and setting up of equipment	• Ability to set up equipment within manufacturers specification • Identify faulty equipment • Report equipment malfunction to the appropriate person • Ability to teach new staff (H/A's)
Responsible for the maintenance and development of own learning	• Accepts appropriate duties when delegated • Actively seeks ongoing education • Participates in regular hospital aide meetings
Stock control (supplies)	• Identify stock • Storing of stock • Notify appropriate person of potential stock deficits
Participates in team building practices	• Active participation in hospital aide meetings • Supports team members • Effective use of fire and emergency equipment • Assists and supports new staff

Maintenance of Ward environment	• Areas for parents and families are appropriately set up and maintained • Maintenance of expressing equipment • Fridges in the parent area, staff area and nurseries are cleaned weekly • Undertakes cleaning of equipment not covered by the cleaning contract. E.g. baths, trolleys as detailed in cleaning book
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 • Orderlies, CPH • Kitchen Staff, CPH • Cleaning Staff, NICU • Pathology Staff, CPH • Maternity staff • Wider campus staff	• Associate Clinical Nurse Manager, NICU • Nursing Team, NICU • Project lead for HCA • Equipment nurses • Medical Staff, NICU • Infection control specialist • Medical technicians • Neonatal admin staff • Neonatal volunteers

About you – to succeed in this role

You will have

Essential:

- Effective communication and interpersonal skills
- A positive and caring attitude
- Positive self esteem
- Ability to follow written and verbal instructions
- Ability to work autonomously as well as a team member
- A commitment to team building
- The physical and mental agility to manage the demands of rostered shifts.

Desired:

- Experience in the field of health
- New Zealand Certificate in Health and Wellbeing (Level 3), Health and Wellbeing Assistant strand
- Knowledge of infection control aspects of cleaning and setting up of equipment
- An understanding of effective stock/supply control practices

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.