

## Position Description

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<b>Position</b>	<b>Allied Health Assistant</b>
<b>Team / Service</b>	AWHI Hutt Valley
<b>Directorate</b>	Community, Older Adults and Allied Health
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader, AWHI Hutt Valley
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work across the Hutt Valley/Te Awakairangi

## Te Whatu Ora

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The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly.

Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

**Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Team/Service Perspective

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### AWHI – Advancing Wellness at Home Initiative

The AWHI team offers a range of intervention options to people of all ages, (who meet the eligibility criteria), with the objective of optimising quality of life, social and physical function of patients within the community. The team works closely with the inpatient teams to help facilitate discharge of patients from the hospital in order to provide supports and further interventions, as possible, within their homes. There is a significant focus on interdisciplinary work, with single discipline interventions provided as appropriate.

Using funding from the DHB, ACC, and the Ministry of Health the service offers a range of interventions options including;

- Early Supported Discharge and Rapid Response to prevent avoidable admissions
- Outcome focussed Rehabilitation
- Assessment and appropriate support for people with disabilities, long-term conditions and life limiting illnesses

The team will take a population approach to developing services that work effectively for priority populations, with a particular focus on improving equity for Māori.

Co-design will support the on-going development of services that facilitate early assessment, community-based recovery, rehabilitation and self-management.

Assessment and intervention is generally provided in the client's home environment.

## Purpose of the role

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The Assistant in this position works under the direction and delegation of Registered Health Professionals including Registered Nurses, Allied Health Practitioners and, from time to time, Medical staff.

As an unregulated health care worker, the Allied Health Assistant will only be delegated tasks that do not require specialised nursing or allied health knowledge, judgement or skill. The assistant will be responsible for their own actions, while the registered health professional is accountable for the delegation decision and evaluation of outcomes.

The focus of this position is to support short-term homebased assessment and recovery for people discharged from our medical, surgical and Health of Older Persons services. The role also includes rehabilitation (up to 6 weeks) for people returning home following a stroke or an injury.

The Assistant will have, or be willing to work towards the New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance Strand. Service Accreditation with Enable New Zealand will be essential.

Main responsibilities include;

- Delivering, and ensuring people can use equipment as prescribed by Allied Health Professionals and Registered Nurses
- Supporting people to complete personal cares and assist with rehabilitation outcomes relating to personal cares.
- Ensuring clients have access to correct medications and that they, or their support person can administer these safely- alerting a registered team member if this is not the case
- Carry out treatment programmes set in place by the registered health practitioner. This may include strength and balance exercises, indoor and community mobility practice, upper limb programme incorporating rehabilitation into daily activities
- Carrying out community reintegration programmes as directed
- Restorative skills practice

- Education in use of a wide range of equipment and products to support continence management etc.
- Use a range of culturally appropriate approaches to motivate and encourage clients/ whanau through the recovery and rehabilitation process
- Escalating to the wider team any objective indications of a relapse in health status or concerns that may impact on the progress of home-based rehabilitation
- Working alongside assistant staff of other provider agencies to handover where required
- Coach clients in the use of telehealth and in digital self- management options
- Taking people home from hospital, where no other option exists
- Monitoring and re-stocking supplies, as required by the team
- Contributing to the ongoing development of this role and the objectives of the Early Supported Discharge team

The service will operate through 7 days of the week. This position will involve weekend work.

## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Clinical Practice	<p>Assist with and adhere to patient treatment plans and programmes as directed by the nominated health professional</p> <p>Demonstrate an understanding of the roles of the multidisciplinary team</p> <p>Carry out routine tasks and other tasks as delegated to meet specific needs of the service/clinical areas</p> <p>Respond to guidance and direction from members of the multidisciplinary team</p> <p>Ensure that all equipment and work areas are clean, tidy and safely maintained</p> <p>Specific duties for the area are completed, these may include cleaning and administration tasks</p> <p>Appropriate therapeutic relationships are developed and maintained with patients and whanau</p>

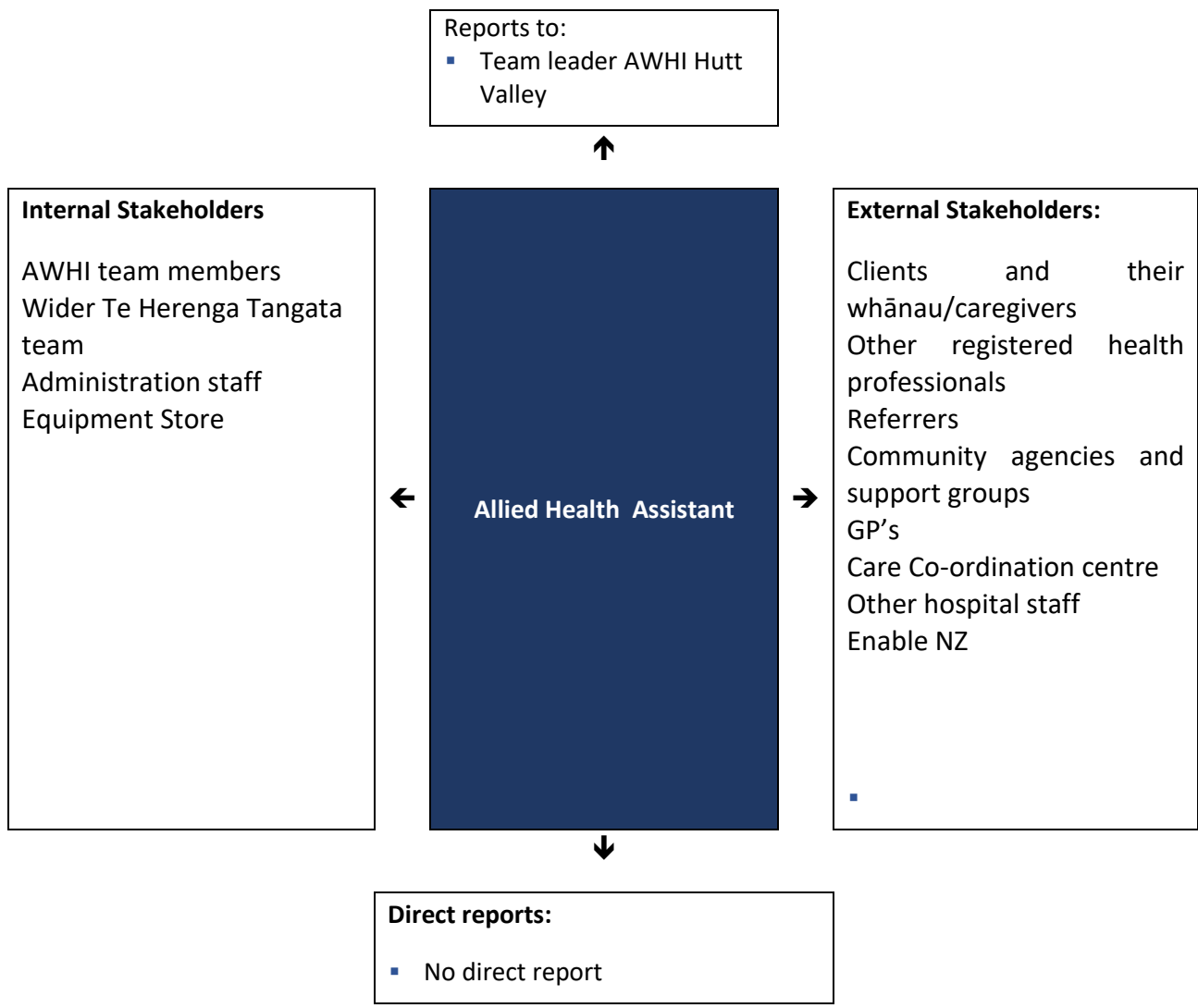
	<p>Concise written and verbal feedback is provided to nominated health professionals in a timely way</p> <p>Complete documentation consistent with legal and organisational requirements</p> <p>Use a range of communication skills including sensitivity, empathy and a non-judgemental approach</p> <p>Complete all tasks related to equipment provision including but not limited to checking and preparing equipment as per therapist direction, providing instructions on use to patient, installing equipment in patient's home environment</p> <p>Correct manual handling techniques are used at all times</p> <p>Environmental visits, follow up visits or phone calls are completed as per department guidelines and as directed by the nominated health professional</p> <p>Demonstrate provision of culturally safe and bicultural practice with patients and their whānau</p>
Teaching and Learning	<p>Complete all core competencies for the role as per timeframes within the document</p> <p>Maintain an awareness of current developments in the clinical areas being worked in</p> <p>Support new staff and students on induction as directed by the nominated health professional</p> <p>Provide support and guidance to other assistants as directed by professional leader/team leader</p> <p>Complete mandatory training as applicable for the role</p> <p>Participate in an annual performance review and associated clinical assurance activities</p> <p>Participate in regular professional supervision in line with the organisation's requirements</p>

Leadership and Management	<p>Attend and contributes to relevant department, clinical and team meetings</p> <p>Demonstrate an ability to self-manage own caseload and task list</p> <p>Work effectively alongside other health professionals when needed</p> <p>Take a leading role in appropriate work/projects within the service area as delegated by the professional leader/team leader</p> <p>Model the DHB values in everyday interactions with patients, staff and whānau</p>
Service Improvement and Research	<p>Participate in quality improvement activities when requested</p> <p>Contribute to annual planning process, including identifying gaps in service and participating in work/projects that may result from the planning process</p>
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.

## Key Relationships & Authorities

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## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>▪ Can orchestrate multiple activities at once to accomplish a goal</li> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Arranges information and files in a useful manner</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Accurately scopes out length and difficulty of tasks and projects</li> <li>▪ Sets objectives and goals</li> </ul>



Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Breaks down work into the process steps</li> <li>▪ Develops schedules and task/people assignments</li> <li>▪ Anticipates and adjusts for problems and roadblocks</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>▪ Most of their solutions and suggestions turn out to be correct and accurate when judged over time</li> <li>▪ Sought out by others for advice and solutions</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Knows when to refer back to delegating clinician</li> <li>▪ Probes all fruitful sources for answers</li> <li>▪ Can see hidden problems'</li> <li>▪ Is excellent at honest analysis</li> <li>▪ Looks beyond the obvious and doesn't stop at the first answer</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>▪ Provides quality service to those who rely on one's work.</li> <li>▪ Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>▪ Explores and trials ideas and suggestions for improvement made by others.</li> <li>▪ Shows commitment to continuous learning and performance development.</li> </ul>
<b>Negotiating</b>	<ul style="list-style-type: none"> <li>▪ Can negotiate skilfully in tough situations with both internal and external groups;</li> <li>▪ Can settle differences with minimum noise;</li> <li>▪ Can win concessions without damaging relationships;</li> <li>▪ Can be both direct and forceful as well as diplomatic;</li> <li>▪ Gains trust quickly of other parties to the negotiations;</li> <li>▪ Has a good sense of timing</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Experience working in the Public Health system
- Understanding of Te Tiriti
- Able to use a range of culturally appropriate approaches to support recovery at home
- Experience of providing direct client care/rehabilitation in the health sector
- An understanding of the role of Allied Health, Nursing and Medical staff in hospital and community settings
- An understanding of the impact of age/illness/disability on ability to achieve activities of daily living
- Able to work alone with patients in home or community setting
- Experience in Issuing, Installing and demonstrating appropriate use of patient equipment.
- Experience in carrying out prescribed exercise programs.
- Experience with supporting re-enablement in functional tasks as delegated.

**B. Essential Professional Qualifications / Accreditations / Registrations:**

- New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance, or willing to work towards on commencement of employment.
- Enable NZ Service Accreditation – Essential

**C. Someone well-suited to the role will place a high value on the following:**

- Focus on delivering high quality care for the patient/client/whanau
- Great team work

Other:

- Current full NZ drivers licence
- Proficient with computers
- A good standard of written and spoken English
- A good level of physical fitness is required for this role

**Ma tini, ma mano, ka rapa te whai  
By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

