

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	Team Leader, AWHI Hutt Valley
Location	Lower Hutt
Department	AWHI
Date	14-08-2026
Salary band (indicative)ⁱ	78,876 – 88,887
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:

Provide short-term, home based personal care and rehabilitation support to people following discharge from the hospital. 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. AWHI provides a 7 day a week service. Weekend work and evening shifts will be part of the role.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice	- Assist with and adhere to patient treatment plans and programmes as directed by the nominated health professional - Demonstrate an understanding of the roles of the multidisciplinary team - Carry out routine tasks and other tasks as delegated to meet the specific needs of the service/clinical areas - Respond to guidance and direction from members of the multidisciplinary team - Ensure that all equipment and work areas are clean, tidy and safely maintained

	• Specific duties for the area are completed, these may include cleaning and administration tasks • Appropriate therapeutic relationships are developed and maintained with the patients and whanau. • Concise written and verbal feedback is provided to nominated health professionals in a timely way. • Complete documentation consistent with legal and organisational requirements • Use a range of communication skills including sensitivity, empathy and non-judgemental approach • Use correct manual handling techniques at all times • Demonstrate provision of culturally safe and bicultural practice with patients and their whānau
Teaching and Learning	• Complete all core competencies for the role as per timeframes within the document • Maintain an awareness of current developments in the clinical areas being worked in • Support new staff and students on induction as directed by the nominated health professional • Provide support and guidance to other assistants as directed by the team leader • Complete mandatory training as applicable to the role • Participate in an annual performance review and associated clinical assurance activities • Participate in regular professional supervision in line with the organisation's requirements
Leadership and management	• Attend and contribute to relevant department, clinical and team meetings • Demonstrate an ability to self-manage own caseload and task list • Work effectively alongside other health professionals when needed • Take a lead in appropriate work/projects within the service area as delegated by the team leader • Model the hospital values in everyday interactions with patients, staff and whānau
Service improvement and Research	• Participate in quality improvement activities when requested • Contribute to annual planning process, including identifying gaps in service and participating in work or projects that may result from the planning process
	•
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.

Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [insert other matters which must be referred, and who they should be referred to]

Relationships

External	Internal
• Patients and their whanau/caregivers • Other registered health professionals • Community agencies and support groups • GPs • Care Co-ordination centre • Enable NZ	• AWHI team members • Wider Te Herenga Tangata team • Administration staff • Equipment store staff • Other hospital staff

About you – to succeed in this role

You will have

Essential:

Full New Zealand drivers licence or legally able to drive in New Zealand
[New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance, or willing to work towards this
Enable NZ Service Accreditation – or willing to complete this
Proficient with computers

A good standard of written and spoken English
A good level of physical fitness

Desired:

- [Experience working in the Public health system
- Understanding to 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 their 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

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.