

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	Te Herenga Tangata Team Leader
Location	This position is expected to work from Hutt hospital across the Hutt Valley
Department	Te Herenga Tangata (Community Older Adults, Rehab and Allied Health), Community Allied Health & Older Adults Service group, Capital, Coast & Hutt Valley District
Date	24-08-2026
Salary band (indicative)ⁱ	Allied Health/PSA HNZ Collective
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:

Support regulated Health professions in the team by carrying out a range of delegated interventions. These will include information gathering, providing client education, assisting with paperwork completion and generally supporting recovery and wellbeing.

There is also a significant focus on the delivery, installation and training people in the use of adaptive equipment within clients' homes. Administrative, and clinical support activities will form part of the role as required. This may include supporting the service with car bookings, vehicle maintenance and health & safety activities.

The person 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.

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

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice	• Assists with and adheres to patient treatment plans and programmes as directed / delegated by the nominated health professional, seeking clarification when required • Accepts responsibility for own actions and decisions within area of work • Demonstrates an understanding of the roles of the healthcare team • Carries out routine tasks and other tasks as delegated to meet specific needs of the service/clinical area. This may include but is not limited to; ordering, installing or returning equipment, ensuring basic supplies are replenished, attending appointment with patients, environmental visits and admin tasks. • Responds to guidance and direction from members of the healthcare team • Works effectively alongside other health professionals when needed • Manages assigned work within agreed timelines with delegating clinician • Ensures that all equipment and work areas are clean, tidy and safely maintained • Develops and maintains positive and effective relationships with patients and whānau • Provides concise and timely written and verbal feedback to nominated health professionals including regular updates with status of tasks carried out with patients • Demonstrates effective communication with all staff • Completes documentation consistent with legal and organisational requirements. • Uses a range of communication skills including sensitivity, empathy and a non-judgemental approach • Uses correct manual handling techniques at all times • Utilises resources (time, equipment, etc.) efficiently and effectively • Recognises the significance of Te reo Māori and can communicate using basic greetings with appropriate pronunciation • Develops awareness of health inequities and demonstrates provision of culturally safe and bicultural practice with patients and their whanau • Reflects on own level of cultural competence and seeks guidance when appropriate
Teaching and Learning	• Completes all core competencies for the role within required timeframes • Maintains an awareness of developments in the clinical areas being worked in • Undertakes initial and ongoing training as required to acquire knowledge and skills relevant for the effective performance of duties

	• Supports new staff and students as directed by the nominated health professional • Provides support and guidance to other assistants as directed by team leader • Completes mandatory training as applicable for the role • Participates in an annual performance review and associated clinical assurance activities including completing observed patient sessions with satisfactory feedback • Maintains a record of continuous professional development • Participates in regular professional supervision in line with the organisation's requirements • Develops an understanding of Māori and other cultures' views of health and wellbeing • Participates in service-based education and learning activities
Leadership and Management	• Attends and contributes to relevant department, clinical and team meetings • Identifies risks, potential solutions and notifies manager / delegating clinician of these • Demonstrates and develops an ability to self-manage own caseload and task list with oversight from delegating clinicians when required • Models Health New Zealand Te Whatu Ora (Te Mauri o Rongo) values in everyday interactions with patients, staff and whānau
Service Improvement and Research	• Contributes to the quality processes within the team/service • Is actively involved in appropriate work/projects within the service area as agreed with the professional leader/team leader • Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process • Is aware of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and Safety at Work Act 2015, Privacy Act 1993, Children's Act 2014, Privacy Act, ACC service specifications, reportable events policy, personal protective equipment etc.).
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.

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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.
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Relationships

External	Internal
- Clients and their whānau/caregivers - Other registered health professionals - Referrers - Community agencies and support groups - GP's - Care Co-ordination centre - Other hospital staff - Enable NZ	[Team Co-ordinator Te Herenga Tangata - Wider Te Herenga Tangata team - Community ORA Assistants across the CCHV district - Administration staff - Equipment Store

About you – to succeed in this role

You will have

Essential:

- Have achieved a New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance Strand or similar / relevant qualification or be willing to work towards this
- Ability to work alone with patients community settings;
- Good self-awareness around abilities and limitations;
- Competent using basic computer systems e.g. email and word processing

- Drivers licence.
- Respecting of people with disabilities;
- Good timekeeper;
- Physical ability to perform and cope with all aspects of the job as required;
- Flexible approach;
- Good communication skills including good written and spoken English;
- Patient and ability to show empathy;
- Self-motivated;
- Ability to demonstrate initiative
- Friendly and approachable.
- Enable NZ Service Accreditation
- Experience of 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
- Able to use a range of culturally appropriate approaches to support recovery at home

Desired:

- Previous experience in a healthcare setting working with people or experience of being in a caring role;
- Understanding of impact of age / illness / disability on ability to achieve day to day living activities;
- Experience of a utilising a range of equipment to assist people with managing daily living activities;
- Knowledge of safe manual handling techniques;
- Knowledge of Infection control principles and techniques;
- A good understanding of the roles of Allied Health Professionals i.e. Occupational Therapy / Physiotherapy / Social Work/ Dietetics/ Speech Language Therapy;
- Awareness of recognising and responding to elder abuse;
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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.
- Provide quality service to those who rely on one's work

Desired:

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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.