

# 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.*

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| <b>Title</b>                                | Health Care Assistant                        |  |
| <b>Reports to</b>                           | Radiology Manager                            |  |
| <b>Location</b>                             | Hutt Hospital                                |  |
| <b>Department</b>                           | Radiology                                    |  |
| <b>Direct Reports</b>                       | Nil                                          |  |
| <b>Date</b>                                 | September 2026                               |  |
| <b>Salary band (indicative)<sup>i</sup></b> | Nursing and Midwifery Collective – Steps 1-5 |  |
| <b>Children's Worker role<sup>ii</sup></b>  | 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 support for the Radiology Manager, MIT, Unit Charges, The Clinical Head of Department (CHOD) and the SMOs to enable high quality service delivery across the hospital
- Support the establishment of a culture of continuous improvement that links Hutt Hospital Radiology service activities to overall hospital operational strategies
- Foster excellence in operational standards and professional conduct for the Service
- Support new and innovative ideas which improve patient experience and outcomes
- Identify emerging issues, risks, threats and opportunities early and mitigates these
- Support mainly CT, MRI and Ultrasound patient care and workflow while working in a team environment at Hutt Radiology Department

The HCA contributes to the successful operation of the nursing team by collaborating and working alongside the Inter-disciplinary team, Registered Nurse (RN) to meet the patient/client needs. They will assist with delegated patient care, cleaning and undertake housekeeping or clerical functions. The Health Care Assistant may also be required to undertake a specific area of responsibility, as assigned by their manager.

As an unregulated healthcare worker, the Health Care Assistant (HCA) works under the direction and delegation of a Registered Nurse (RN) and will only be delegated tasks that do not require specialised nursing knowledge, judgement or skill. The HCA will remain responsible for their actions, while the RN is accountable for the delegation decision, assessment and evaluation of outcomes. The HCA will receive training to complete specific tasks within defined boundaries according to the service areas requirements.

The Health Care Assistant (HCA) is a member of the Imaging team appointed to support and work alongside staff. S/he will assist with delegated patient care, cleaning and undertake housekeeping and clerical functions. The Health Care Assistant may also be required to undertake a specific area of responsibility, as assigned by their manager.

Quality practice and improved patient safety is an important part of this role.

The HCA is expected to contribute to the implementation of District and nursing goals and values and to promote Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

| Key Result Area                                            | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>General accountabilities and principles of practice</b> | <ul style="list-style-type: none"> <li>• Works under direction and delegation of a Registered Nurse;</li> <li>• Accepts responsibility for actions and decisions within level of skills and knowledge;</li> <li>• Ensures they do not undertake activities requiring nursing knowledge, judgment and skill such as assessing, planning and evaluating patient care, patient health teaching and counselling, administering medications, or delegating tasks to others;</li> <li>• Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct;</li> <li>• Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights);</li> <li>• Applies the Districts policies and processes and contributes to a culture of safe practice;</li> <li>• Responds to the changing needs of the District, performing other tasks as required;</li> <li>• Conducts self in a responsible and professional manner ;</li> <li>• Demonstrates reliability and punctuality in attendance to work.</li> </ul> |
| <b>Cultural safety and Equity focus</b>                    | <ul style="list-style-type: none"> <li>• Champions equality and diversity in the workplace;</li> <li>• Demonstrates awareness, sensitivity and respect of others acknowledging and responding to each person's individual and cultural need(s) regardless of ability, ethnicity, gender or sexual orientation;</li> <li>• Communication skills show respect for peoples individual and different cultural and communication needs;</li> <li>• Demonstrates respect and kindness to patients and their whanau;</li> <li>• Recognises inequities in health outcomes and works to address these.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Supports the team to deliver</b>                        | <ul style="list-style-type: none"> <li>• Promotes good public relations through positive interactions, ensuring patients are greeted and are always treated with courtesy while receiving care;</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| <b>effective patient care</b>                                                                                                                             | <ul style="list-style-type: none"> <li>• Gives priority to the needs of patients, maintaining their dignity and privacy;</li> <li>• Supports nurses and midwives by assisting them to undertake activities and procedures as requested;</li> <li>• Provides directed delivery of activities of daily living (ADLs) for patients e.g. toileting, mobilisation, personal hygiene tasks, assistance with feeding, meal and beverage delivery and positioning, as directed and in accordance with accepted moving and handling practices;</li> <li>• Undertakes patient supervision and related care activities (observation and engagement) under direction of RN/RM;</li> <li>• Answer patients' and/or family/whanau queries and responds to simple requests or locates appropriate team member to pass a message as required;</li> <li>• Follows instructions and passes on relevant information to RN/RM;</li> <li>• Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes;</li> <li>• Shows adaptability to changing circumstances within workplace;</li> <li>• Follows transmission based precautions at all times.</li> </ul> |
| <b>Administration support (as required)</b>                                                                                                               | <ul style="list-style-type: none"> <li>• Performs reception and greeting functions in a professional manner;</li> <li>• Answers telephone with customer focus, ensuring phone messages are accurate and passed on appropriately and in a timely manner;</li> <li>• Collates patient forms, labels and/or files, in anticipation of patient admissions/discharge as required.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Establishes and maintains effective interpersonal relationships with patients and team by working and communicating effectively and professionally</b> | <ul style="list-style-type: none"> <li>• Undertakes effective communication at all times and seeks or clarification if unsure;</li> <li>• Has ability and willingness to act as a 'buddy' / support / resource person for the orientation of new and existing staff;</li> <li>• Demonstrates an understanding of the different roles of the members of the health care team;</li> <li>• Links with RN / RM on a regular basis throughout the course of the duty and communicates discrepancies, problems or concerns to a RN /RM in a timely manner;</li> <li>• Attend and contributes to team meetings, clinical debriefing, in-service education and quality improvement;</li> <li>• Demonstrates adherence to appropriate personal boundaries;</li> <li>• Uses appropriate language to context;</li> <li>• Discussions concerning patients are restricted to appropriate settings and relevant members of the team.</li> </ul>                                                                                                                                                                                                                                                            |
| <b>Environmental support</b>                                                                                                                              | <ul style="list-style-type: none"> <li>• Works with team to maintain a safe, clean and functional environment for patients and staff by regularly cleaning and tidying all areas. For example:</li> <li>• Cleaning sluice room and treatment areas;</li> <li>• Bed making, assembling patient bed spaces for admission and discharge;</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|                                                                                   | <ul style="list-style-type: none"> <li>• Assembling and dismantling of procedure trolleys;</li> <li>• Restocking and putting away unused consumables/equipment;</li> <li>• Cleaning and maintenance of equipment;</li> <li>• Disposing waste;</li> <li>• Linen management;</li> <li>• Maintaining and cleaning tearoom and fridge;</li> <li>• Unpacking and putting away bulk stores as they arrive.</li> <li>• Checking supplies, reordering and restocking as required;</li> <li>• Maintaining stock levels by bed spaces or in clinic rooms and clinical trolleys as guided by service task lists (area is adequately but not over stocked);</li> <li>• Using District supplies in an economic and efficient way;</li> <li>• Monitoring stock levels and advising the Charge / Clinical Nurse when numbers vary; significantly from the par level.</li> </ul> |
| <b>Shows commitment to personal development and ability to perform their role</b> | <ul style="list-style-type: none"> <li>• Accepts accountability for actions;</li> <li>• Completes and maintains organisational mandatory learning and competency requirements within specified time frames;</li> <li>• Seeks instruction when presented with unfamiliar situations;</li> <li>• Identifies learning needs and seeks learning opportunities proactively;</li> <li>• Contributes to annual appraisal and identifies learning needs.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                      |

| <b>Key Result Area</b>      | <b>Expected Outcomes / Performance Indicators</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>• Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>• Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>• Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>• Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</li> </ul>                                                                                                                                                       |
| <b>Health &amp; safety</b>  | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |

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| <b>Compliance and Risk</b> | <ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul> |
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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.

### **Relationships**

| <b>External</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Internal</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <ul style="list-style-type: none"> <li>• NGO health providers</li> <li>• Primary Health organisations</li> <li>• Chief Nursing Officer</li> <li>• Nurse Directors</li> <li>• Security Orderlies</li> <li>• Workforce and Practice Development Unit</li> <li>• Learning, development and Research</li> <li>• Maori and Pacific Health Units</li> <li>• Disability Team</li> <li>• Centre of Clinical Excellence</li> <li>• Other District speciality Inpatient Teams</li> <li>• District Community Teams</li> <li>• Student Nurses</li> <li>• Volunteers</li> </ul> | <ul style="list-style-type: none"> <li>• CHOD / SMOs</li> <li>• Sonographers</li> <li>• Radiologists</li> <li>• MIT Staff</li> <li>• Radiology Nurses</li> <li>• Administration Staff</li> <li>• RRIS/PACS Team</li> <li>• Senior Nursing Team</li> <li>• NM Central Co-Ordination</li> <li>• Transit Nurses</li> <li>• Nursing Staff in Wards/Units</li> <li>• Infection Prevention &amp; Control</li> <li>• Laboratory</li> <li>• Pharmacy</li> <li>• Non-Clinical Support Services</li> <li>• Practice Development Unit</li> <li>• Service Quality &amp; Innovation</li> </ul> |

### **About you – to succeed in this role**

#### **You will have**

#### **Essential:**

- Health and Wellbeing: Health Assistance Level 3 or equivalent or prepared to complete within specified timeframes
- HCA experience in a clinical setting
- Willingness to learn cannula removal skills
- Good computer skills with the ability to learn new applications
- Excellent customer service skills, skilled at listening to customers to assess their needs, communicating effectively with a wide range of customers and managing customer expectations
- Planning and organising skills, ability to manage a range of tasks at one time and carry them through to completion

- Good communication skills, ability to establish and maintain professional working relationships, communicate effectively with others and express ideas and/or information clearly – both verbally and in writing
- High level of interpersonal skills, able to communicate effectively with a wide range of people from diverse backgrounds, able to assert oneself confidently and tactfully
- Ability to manage a high degree of confidentiality and manage sensitive information

**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:**

- Previous experience in a health care setting desirable
- A friendly, caring and empathetic manner
- The ability to act calmly and quickly in emergencies
- The ability to follow instructions
- Good communication skills
- The ability to deal with sickness and distressing medical situations
- Commitment to Te Tiriti o Waitangi
- Living the District values
- Delivering an exemplary standard of care
- Innovation and critical thinking
- Commitment to sustainable practice

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<sup>i</sup> 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.

<sup>ii</sup> 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.