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| <b>Position Title</b> | Allied Health Assistant/Kaiāwhina   |
| <b>Reports to</b>     | Allied Health Assistant Team Leader |
| <b>Date</b>           | September 2024                      |

The Health System in Aotearoa New Zealand is in 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 are committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

#### About the Role

The Allied Health Assistant/Kaiāwhina is responsible for providing support to the Te Whatu Ora Te Tai o Poutini Allied Health Service in delivering effective, efficient and quality patient focused therapeutic care within the inpatient, outpatient and community settings, ensuring the promotion of good health and independence for the West Coast population.

Our positions are based in Greymouth, Hokitika & Westport, however our Allied Health team works collaboratively to provide services to the whole West Coast. Travel throughout the West Coast may be necessary to fulfil the position criteria.

The primary purpose of the role is to:

- Work under the delegation of all Allied Health Professions including Physiotherapy, Occupational Therapy, Dietetics, Social Work, Speech Language Therapy & Music Therapy while working within boundaries and scope of practice.
- Where required support Administration & National Travel Assistance colleagues.
- Provision of delegated supervision of individual or group programmes / activities using a patient centred model of care for patients of all ages who have been referred to the Allied Health Service.
- Provide a level of service that supports patients to attain a maximum level of independence in their own environment considering the medical, physical, social, mental and emotional elements of health care.
- Effectively collaborate with all relevant health professionals and outside agencies as well as participation in multi / inter-disciplinary meetings contributing to comprehensive individual patient care plans including transfer of care from home to hospital and back home.

- Provide education for families, whānau, guardians and carers of these patients as delegated, including the safe and correct use of equipment.
- Provide an equitable service throughout the West Coast.

Most challenging duties typically undertaken, or most complex problems solved:

- Regular workload adjustments in service provision, including changes of work location and supporting inpatients, outpatients and community.
- Wide range of referral types (all ages & presentations including physical & mental health) within Rural Generalism.
- Innovative thinking on working within a geographically challenging region.
- Effective communication and collaboration supporting the flow of patients' transfer of care from home to hospital and back home across the West Coast.

### Key Result Areas

| Key Result Area                     | Expected Outcomes/Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| Te Tiriti o Waitangi                | <ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• Engages in opportunities to further understand Te Tiriti o Waitangi and its relevance to health delivery; and incorporates this into practice.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Equity                              | <ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>• Demonstrates willingness to personally take a stand for equity.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                             |
| Clinical Practice                   | <ul style="list-style-type: none"> <li>• Professional standards are met as a minimum expectation.</li> <li>• Consumers' rights are maintained and demonstrated in accordance with legislation.</li> <li>• Consumers are taught and motivated to undertake self-management appropriate to their condition.</li> <li>• Documentation in patient notes and correspondence is accurate and in accordance with profession specific and Health New Zealand standards.</li> <li>• Time is utilised and managed effectively.</li> <li>• Supports practice to meet requirements for contracted services e.g. Child Development Service.</li> <li>• Relevant statistics and data are accurately collected as required by Health New Zealand, relevant contracts and the Ministry of Health.</li> </ul> |
| Personal & Professional Development | <ul style="list-style-type: none"> <li>• Develops personal professional growth through participation in professional development activities e.g. self-directed learning and/or appropriate conferences, workshops, seminars including extended accreditation to meet service requirements e.g. Service Accreditation.</li> <li>• Actively participates in supervision, in-service training and team</li> </ul>                                                                                                                                                                                                                                                                                                                                                                               |

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|                          | <p>meetings.</p> <ul style="list-style-type: none"> <li>• Supports Allied Health Professionals in student placements ensuring requirements set by Tertiary Education providers are met.</li> <li>• Proactively participates in annual development/success &amp; development plan/performance review systems.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Customer Service         | <ul style="list-style-type: none"> <li>• Provides excellent customer service being responsive to consumers' requests including any complaints.</li> <li>• Establishes good communication with consumers, Family/Whānau, Caregivers, Guardians and maintains this throughout intervention/s.</li> <li>• Respects and maintains client confidentiality, rights and dignities at all times.</li> <li>• Models a commitment to customer service and patient advocacy.</li> </ul>                                                                                                                                                                                                                                                                           |
| Culture & People         | <ul style="list-style-type: none"> <li>• Upholds and exhibits the principles of our Code of Conduct at all times.</li> <li>• Demonstrates care and respect for diversity in the workplace.</li> <li>• Practices effective communication with other Health Professionals and colleagues at all times.</li> <li>• Models good team player behaviour, fostering a culture of open collaboration and integration within and between professions.</li> </ul>                                                                                                                                                                                                                                                                                                |
| Innovation & Improvement | <ul style="list-style-type: none"> <li>• Demonstrates commitment to innovation, continuous quality improvement and service development.</li> <li>• Engages and actively participates in quality projects that enhance service development and strategic direction.</li> <li>• Participates as a member of designated committee(s) / groups.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                 |
| Health & Safety          | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in personal Health and Safety and the Health and safety of those around them.</li> <li>• Actively participates in Health and Safety strategies 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>• Reports any clinical and/or non-clinical incidents through the Safety1st platform.</li> <li>• Leads, champions and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |

## Relationships

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| <b>Internal:</b> <ul style="list-style-type: none"> <li>• Director of Allied Health Scientific &amp; Technical</li> <li>• Associate Director of Allied Health Scientific &amp; Technical</li> <li>• Executive Director of Allied Health Scientific &amp; Technical</li> <li>• Allied Health Professional Development Facilitator</li> <li>• Allied Health Scientific &amp; Technical health professionals &amp; support staff</li> <li>• Allied Health Leadership Team (Clinical Leads/Allied Health Team Managers)</li> <li>• All other relevant secondary and community Health Professionals &amp; support staff</li> <li>• Multidisciplinary teams</li> <li>• Enabling services e.g. People and Capability, Data and Digital</li> </ul> | <b>External:</b> <ul style="list-style-type: none"> <li>• Consumers, Family / Whānau, Caregivers, Guardians</li> <li>• Community Health Professionals (GPs, PHO, NGOs)</li> <li>• All relevant outside agencies (e.g. ACC, Plunkett, Arthritis NZ, ENABLE NZ etc.)</li> <li>• Aged Residential Care facilities (ARC)</li> <li>• Tertiary Education Providers and students</li> </ul> |
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### About you – to succeed in this role

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| <b>You will have</b>       | <b>Essential</b> <ul style="list-style-type: none"> <li>• Eligibility/work visa to work in NZ</li> <li>• NCEA level 1-2 or equivalent (required passes in English and Math)</li> <li>• Certificate in Health and Wellbeing (Health Assistant) (Level 3) (or to be completed within 24 months of commencement)</li> <li>• Intermediate user in Microsoft Suite (e.g. Word, Outlook, Excel, Teams)</li> <li>• A current full NZ drivers' licence</li> <li>• Excellent communication – listening, verbal and written</li> <li>• Proven ability maintain confidentiality and use discretion</li> <li>• Proven ability to work autonomously as well as within a team</li> <li>• Be able to work under pressure, prioritise workloads and meet deadlines</li> <li>• Commitment to ongoing self-development and Allied Health service development</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Experience working within the New Zealand Health system</li> <li>• Experience working in rural community</li> <li>• Experience working in an Interdisciplinary team</li> <li>• Experience in customer care / service</li> <li>• Knowledge of all relevant legislation and standards</li> </ul> |
| <b>You will be able to</b> | <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|  | <ul style="list-style-type: none"> <li>• Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role</li> <li>• Take care of own physical and mental wellbeing, and have the stamina needed to go the distance</li> <li>• Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals</li> <li>• Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities</li> <li>• Demonstrate a strong drive to deliver and take personal responsibility</li> <li>• Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve</li> <li>• Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity</li> </ul> |
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*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.*

Signed on behalf of Health New Zealand Te  
Whatu Ora, Te Tai o Poutini West Coast

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Name\_\_\_\_\_

Position\_\_\_\_\_

Date\_\_\_\_\_

I accept the terms and conditions as outlined in  
this Position Description

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Name\_\_\_\_\_

Allied Health Role\_\_\_\_\_

Date\_\_\_\_\_