

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	Support Worker
Reports to	Allied Health Manager Southern
Location	Hokitika
Department	Home & Community Support Services

Date	August 2026
Salary band (indicative)ⁱ	\$54080 - \$66373
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:

Key Result Area	Expected Outcomes / Performance Indicators
Outcomes area	- Working with Coordinator and Nurse Assessor on a daily basis to report any changes to client's wellbeing - Liaising with the Coordinator regarding rostering, sickness, training and availability to cover others - Providing safe high-quality services to clients under the direction of a registered health professional - Providing support that is culturally safe, respectful and enhances the dignity and mana of the client. Recognising that the client is an active participant in planning and identifying the services that support them. - Maximising and maintaining the client's independence and functionality for as long as possible by encouraging client participation in Activities of Daily Living. - Adhering to the care plan - Following all relevant organisational policies and procedures

	Participating in training and skills development enabling the Support Worker to work to the full extent of scope
	Using technology to support the administration and communication requirements of the service
Other	Performing other duties considered to be within the scope of this role as agreed by employee and the manager

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 to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
- Clients and their families - Access Home Health staff	- Health NZ, Te Tai o Poutini Staff - Associate Clinical Nurse manager - AH Team Managers

	• Coasters Nurse Assessors • Fellow Support Workers and Coordinators • District Nurses and other Community staff
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About you – to succeed in this role

You will have

Essential:

- Hold (or be prepared to undertake) Level 2 in the NZ Certificate of Health and Wellbeing and expect to progress through Level 3 and consider Level 4 at appropriate time frames
- Hold a current driver's licence
- Competent using Microsoft applications and similar software
- Ability to work autonomously and as part of a team
- Ability to maintain confidentiality and use discretion
- Well-developed interpersonal skills
- Culturally sensitivity
- A high level of self-presentation
- Ability to work under pressure
- Commitment to ongoing self-development
- Physical capability to be on your feet most of the day, crouch, squat, stretch, twist, bend, climb and balance.
- Ability to lift/push/pull weights of up to 15kg

Desired:

- Previous experience as a caregiver in the community, hospital or aged care facility

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.
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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.