Health New Zealand
Te Whatu Ora

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	CNM/ACNM community central
Location	Greymouth Central
Department	Home Based Support Services
Date	18-11-2026
Salary band (indicative)[i]	$26.52/hr level 0 support worker to $32.55 level 4 or 12 years of service
Children's Worker role[ii]	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:

As a Support Worker, you will work closely with Coordinators and Nurses to deliver high-quality, person-centred care in the community. You will support clients with their day-to-day needs, encouraging independence and participation, while ensuring care is delivered safely, respectfully, and in line with individual care plan.

This role will be working across a roster including weekends and evening shifts. There is some flexibility regarding start times.

Key Result Area	Expected Outcomes / Performance Indicators
	• Provide safe, high-quality care under the direction of a registered health professional • Deliver support that is respectful, culturally safe and mana enhancing. • Maximise client independence and functionality by encouraging participation in daily activities.

	• Observe, report, and communicate any changes in client wellbeing • Follow organisational policies, procedures and care plans • Participate in ongoing training and skills development to work to the full extent of your scope • Use technology effectively for communication and service administration • Perform other reasonable duties as agreed with your 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.
- Working closely with the Coordinator and HCSS Nurse, reporting any changes to a client's wellbeing through a written report of concern.
- Liaise with the coordinator regarding rostering, sickness, training and availability
  Any safety issues regarding client environment, risks, hazards

Relationships

External	Internal
• Access Home Health • St John Ambulance • Local Police	• HCSS Nurse Assessor • HCSS Coordinator • CNM/ACNM Community

About you – to succeed in this role

You will have

Essential:

Essential:

- NZ certificate in Health and Wellbeing (level 2) or willingness to undertake this qualification (with support to progress through to level 3 and potentially level 4)
- Current full drivers licence
- Competency with Microsoft applications and similar software
- Ability to work independently and as part of a team
- Be empathetic
- Passionate about supporting people to live fulfilling lives in their community
- Commitment to cultural safety, dignity and respect
-

Desired:

- Previous caregiving experience 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.
-

[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.