



# Capital & Coast District Health Board

ŪPOKO KI TE URU HAUORA

## Role Description

*Nau mai, haere mai ki Ūpoko ki te uru hauora*

<b>Position:</b>	Community Allied Health Assistant
<b>Service / Directorate:</b>	Older Adult, Rehabilitation and Allied Health (ORA) Services / Medicine, Cancer and Community Directorate
<b>Responsible to:</b>	Kapiti Community ORA Team Leader

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### Our Mission:

*Together, Improve the Health and Independence of the People of the District*

### Our Vision

*Keeping our community healthy and well.*

### Our Values:

- Innovation
- Action
- A focus on People and Patients
- Living the Treaty
- Professionalism through Leadership, Honesty, Integrity and Collaboration
- Excellence through Effectiveness and Efficiency

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## Context

### Organisational perspective

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We're a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua, a Forensic, Rehabilitation and Intellectual Disability Hospital. MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

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## Position Purpose and Unit Perspective

Older Adult, Rehabilitation and Allied Health (ORA) Services are provided to people of all ages' across inpatient, outpatient and community settings. The service works in an integrated way with their medical, nursing and other supporting colleagues to support patients to live well in their communities.

This role is primarily based at Kapiti Health Centre and provides (via delegation from an allied health practitioner) rehabilitation, support and activities that assist in the recovery of patients living in the Kapiti region following a medical or surgical event, or for those living with long term, chronic health conditions.

The main duties and responsibilities include:

- Encouraging patients to be as independent as their condition allows
- Carrying out treatment programmes under the delegation of qualified allied health professionals
- Reinforcing activities that promote success in achieving daily living skills
- Developing rapport with patients to encourage their interests and participation in therapy
- Documenting interventions with patients and feeding back any issues to Allied Health staff
- Carrying out exercise / mobility programmes with patients either individually or in a group setting
- Providing specific sets of information to patients once deemed able to do so
- Preparation for and assisting with group, outpatient and community activities with patients including hydrotherapy
- Attending meetings relevant to departmental activities and patient care
- Ensuring infection control principles are adhered to
- Ensuring health and safety principles are adhered to
- Monitoring, ordering and restocking equipment and supplies.
- Assessing for (once accredited) , ordering, delivering and fitting equipment in patient's homes
- Contribution to service and team development activities.
- Completing statistics
- Identifying and participating in ongoing personal development activities

In addition, assistants may be asked to assist in:

- Organising meetings
- Basic administration tasks (photocopying, filing etc.)

A good level of fitness is required for this role as is the ability to drive manual and automatic vehicles. The person in this role may be required to use their own vehicle to visit patients in their homes if a C&CDHB vehicle is unavailable. Mileage reimbursement will be provided if this occurs at standard IRD rates.

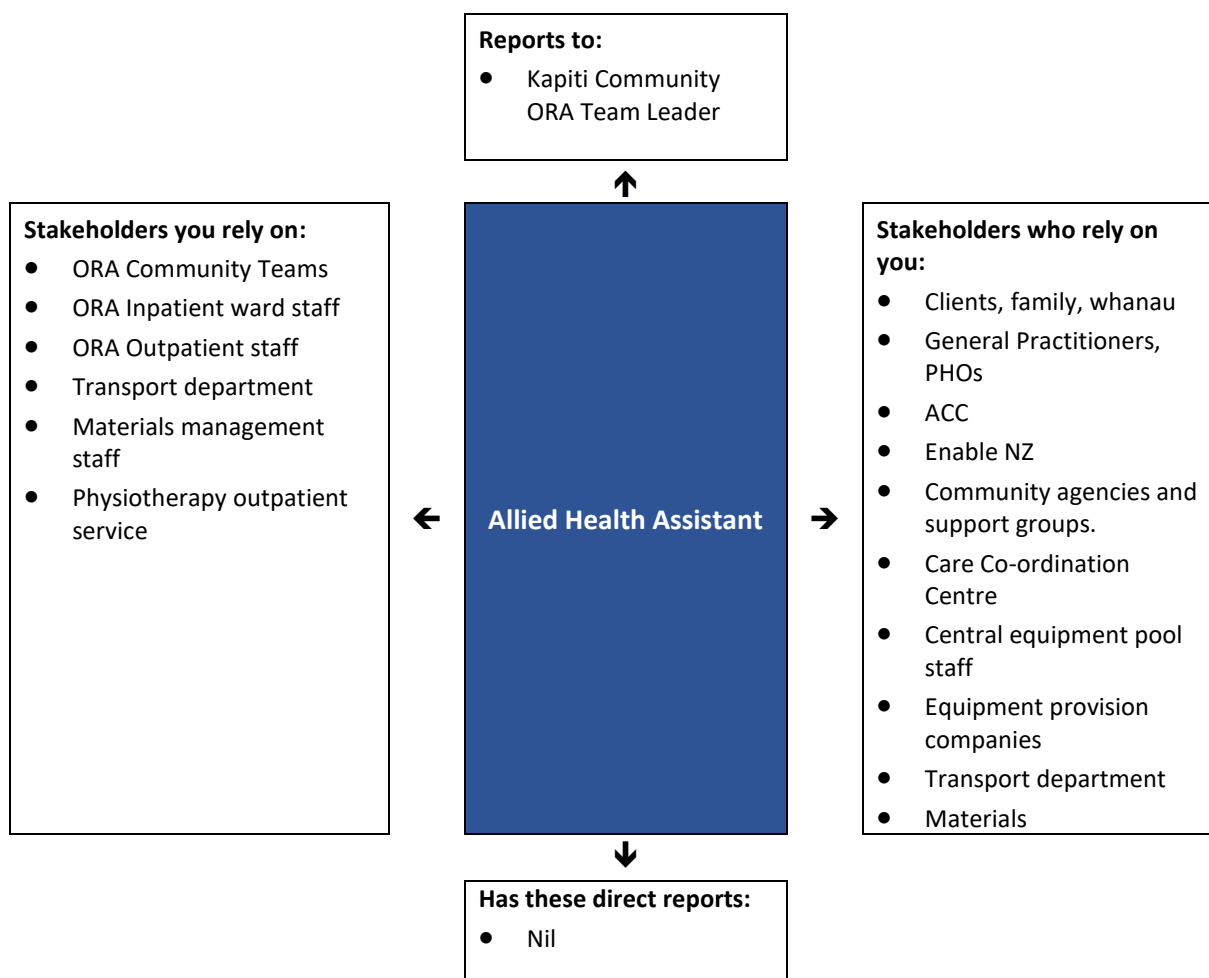
Allied Health Assistants may at times be required to support colleagues in other clinical areas when service demands are high.

## Key Accountabilities

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
<b>1. Patient Care</b>	<ul style="list-style-type: none"> <li>• Responds to the guidance of members of multi-disciplinary team</li> <li>• Works under the direction of a nominated health professional</li> <li>• Positive and effective relationships built with clients</li> </ul>	<ul style="list-style-type: none"> <li>• Undertakes initial and ongoing training as required</li> <li>• Acquires knowledge relevant for the effective performance of duties</li> <li>• Becomes conversant with infection control protocols</li> <li>• Carries out routine tasks and other tasks as delegated to meet specific needs that arise each duty</li> <li>• Seeks clarification when necessary.</li> <li>• Assists patients to safely perform activities of daily living, under the delegation of an allied health practitioner</li> <li>• Attends appointments with patients as directed by allied health practitioners</li> <li>• Completes observed patient sessions with satisfactory feedback</li> <li>• Documentation meets documentation standards.</li> </ul>
<b>2. Equipment Management</b>	<ul style="list-style-type: none"> <li>• Cleans, maintains and organises equipment used by clients and Clinical staff</li> <li>• Trial equipment / Enable equipment loan processes managed</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures basic supplies are replenished regularly</li> <li>• Assists with ensuring equipment is clean and well maintained</li> <li>• Delivers, installs and returns equipment as directed and completes appropriate documentation</li> </ul>
<b>3. Teamwork</b>	<ul style="list-style-type: none"> <li>• Demonstrates effective communication with all staff</li> <li>• Works effectively alongside other health professionals when needed</li> </ul>	<ul style="list-style-type: none"> <li>• All communication related to a patient is conveyed to the allied health practitioner involved and in a timely manner.</li> <li>• Allied health practitioner is updated regularly with the status of tasks carried out with a patient.</li> <li>• Maintains a cooperative and effective working relationship with the multi disciplinary team.</li> <li>• Feedback from staff and health professionals</li> </ul>
<b>4. Quality and Risk</b>	<ul style="list-style-type: none"> <li>• Contributes to the quality processes within the team/service</li> </ul>	<ul style="list-style-type: none"> <li>• Identifies risks, potential solutions and notifies manager of these</li> <li>• Complies with guidelines, protocols and policies</li> <li>• Complies with legal/legislative requirements</li> <li>• Participates in team/service risk minimisation activities</li> <li>• Complies with C&amp;C DHB reportable events policy</li> <li>• Maintains record of Continuing Professional Development</li> <li>• Maintains record of supervision attendance</li> </ul>

Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
5. Occupational Health & Safety	<ul style="list-style-type: none"> <li>Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> </ul>	<ul style="list-style-type: none"> <li>Has read and understood the Health &amp; Safety policy and procedures.</li> <li>Actively supports and complies with Health &amp; Safety policy and procedures.</li> <li>Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.</li> </ul>

## Key Relationships & Authorities



## Capability Profile

### Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Customer Focus</b>	<ul style="list-style-type: none"><li>• Is dedicated to meeting the expectations and requirements of internal and external customers</li><li>• Gets first-hand customer information and uses it for improvements in products and services</li><li>• Acts with customers in mind</li><li>• Establishes and maintains effective relationships with customers and gains their trust and respect</li></ul>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"><li>• Is results focussed and committed to making a difference</li><li>• Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected</li><li>• Adjusts work style and approach to fit in with requirements</li><li>• Perseveres with tasks and achieves objectives despite obstacles</li><li>• Is reliable - does what one says one will</li></ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"><li>• Provides quality service to those who rely on one's work</li><li>• Looks for ways to improve work processes - suggests new ideas and approaches</li><li>• Explores and trials ideas and suggestions for improvement made by others</li><li>• Shows commitment to continuous learning and performance development</li></ul>
<b>Cultural Skills</b>	<ul style="list-style-type: none"><li>• Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua</li><li>• Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living</li><li>• Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work</li><li>• Accesses resources to make sure culturally appropriate and language appropriate services are provided</li><li>• Draws on a client's own cultural resources and support frameworks</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Practises active and attentive listening</li><li>• Explains information and gives instructions in clear and simple terms</li><li>• Willingly answers questions and concerns raised by others</li><li>• Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged</li><li>• Is confident and appropriately assertive in dealing with others.</li><li>• Deals effectively with conflict</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Develops constructive working relationships with other team members</li><li>• Has a friendly manner and a positive sense of humour</li><li>• Works cooperatively - willingly sharing knowledge and expertise with colleagues</li><li>• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments</li><li>• Supports in word and action decisions that have been made by the team</li><li>• Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community</li></ul>

## Essential Experience and Capability

**a. Knowledge and Experience: In addition, the following knowledge and experience are requirements for the role (E = Essential, D = desirable).**

- At least 24 months previous experience in a healthcare setting working with older people or experience of being in a caring role (E)
- Understanding of impact of age / illness / disability on ability to achieve day to day living activities (D)
- Ability to work alone with patients in home / community settings (E)
- Experience of a utilising a range of equipment to assist people with managing daily living activities (D)
- Good self-awareness around abilities and limitations (E)
- Knowledge of safe manual handling techniques (D)
- Knowledge of Infection control principles and techniques (D)
- A good understanding of the roles of Allied Health Professionals i.e. Occupational Therapy / Physiotherapy / Social Work/ Dietetics/ Speech Language Therapy (E)
- Competent using basic computer systems e.g. email and word processing. (E)
- Awareness of recognising and responding to elder abuse (D)
- Good basic education – NCEA level 2 minimum (E)
- Holder of National Certificate in Community Support (level 3) Core Competencies or National Certificate in Health, Disability and Aged Support (level 3) (Health Assistants – Rehabilitation Assistance or Health Assistance strand) or equivalent

**b. Someone well-suited to the role will place a high value on the following:**

- Respecting people with disabilities (E)
- Good timekeeper (E)
- Physical ability to perform and cope with all aspects of the job as required (E)
- Flexible approach (E)
- Good communication skills including good written and spoken English (E)
- Ability to drive a manual car (E)
- Patient and ability to show empathy (E)
- Self-motivated (E)
- Ability to demonstrate initiative (E)
- Friendly and approachable (E)

**c. Other:**

- Current New Zealand full driver's license and ability to drive either a manual or automatic vehicle (E)
- Has own car and is able to use for community visits if no other DHB vehicle available (E)

***Ma tini, ma mano, ka rapa te whai  
By joining together we will succeed***

Capital and Coast District Health Board (CCDHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

CCDHB is committed to Te Tiriti o Waitangi principles of partnership, participation, protection equity and by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.