

Position Description

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| Position | Allied Health Assistant |
| Team / Service | Kenepuru Inpatients Allied Health Team |
| Group | Community, Allied Health, and Older Adults (CAHOA) Group |
| District | Capital, Coast & Hutt Valley and Wairarapa Districts |
| Responsible to | Team Leader, Kenepuru Inpatients Allied Health |
| Children's Act 2014 | This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years |
| Location | This position is expected to work from Kenepuru Community hospital |

Te Whatu Ora

The Health System in Aotearoa is entering 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 want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai ‘Can do’: Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

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

Value

Manaakitanga – Respect, caring, kindness
 Kotahitanga – Connection, unity, equity
 Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

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

We are 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.

Service Perspective

The Community, Allied Health and Older Adult (CAHOA) group provides services to people of all ages in inpatient, outpatient and community settings. Wellington Regional Hospital is one of 5 major tertiary hospitals in New Zealand and provides a comprehensive range of specialist secondary and tertiary services. Kenepuru Community Hospital provides health of the older person, neuro-rehabilitation and elective surgical services.

Allied health teams are comprised of Physiotherapists, Occupational Therapists, Speech Language Therapists, Dietitians, Social Workers, Psychologists and Allied Health Assistants.

Wherever possible the disciplines work closely with each other and with nursing and medical colleagues to provide integrated care for the people we see. The team has strong relationships with other areas of the Districts and NGO providers, including Community ORA, outpatient services and NASC agencies.

Purpose of the role

This role is working with the Allied Health teams who work within Kenepuru Hospital. The types of people you could be working with will have a health related need 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
- 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 there is often manual handling of items and people, as is the ability to drive manual and automatic vehicles.

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

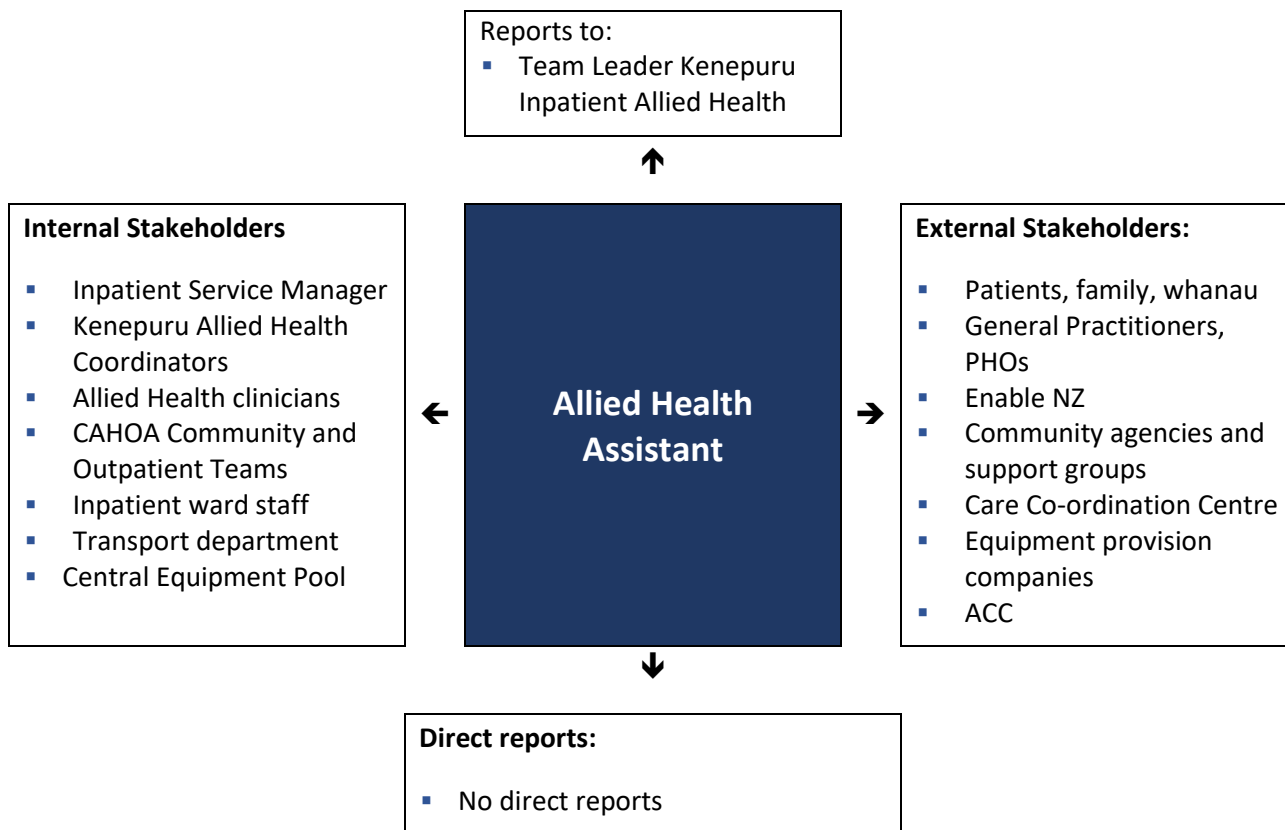
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

| Key accountabilities | Deliverables / Outcomes |
|-------------------------|--|
| 1. Patient Care | <ul style="list-style-type: none"> ▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation ▪ Builds appropriate rapport ▪ Builds constructive and effective relationships ▪ Uses diplomacy and tact ▪ Can diffuse even high-tension situations comfortably ▪ Responds to the guidance of members of multidisciplinary team; ▪ Works under the delegation of a nominated health professional; ▪ Positive and effective relationships built with patients; ▪ Undertakes initial and ongoing training as required; ▪ Acquires knowledge relevant for the effective performance of duties; ▪ Becomes conversant with infection control protocols; ▪ Carries out routine tasks and other tasks as delegated to meet specific needs that arise each duty; ▪ Seeks clarification when necessary; ▪ Assists patients to safely perform activities of daily living, under the delegation of an allied health practitioner; ▪ Attends appointments with patients as directed by allied health practitioners; ▪ Completes observed patient sessions with satisfactory feedback; ▪ Documentation meets documentation standards. |
| 2. Equipment Management | <ul style="list-style-type: none"> ▪ Cleans, maintains and organises equipment used by patients and allied health staff; ▪ Trial equipment / Enable equipment loan processes managed; ▪ Ensures basic supplies are replenished regularly; ▪ Assists with ensuring equipment is clean and well maintained; ▪ Delivers, installs and returns equipment as directed and completes appropriate documentation. |
| 3. Teamwork | <ul style="list-style-type: none"> ▪ Demonstrates effective communication with all staff; ▪ Works effectively alongside other health professionals when needed; ▪ All communication related to a patient is conveyed to the allied health practitioner involved and in a timely manner; |

| Key accountabilities | Deliverables / Outcomes |
|-------------------------|---|
| | <ul style="list-style-type: none"> ▪ Allied health practitioner is updated regularly with the status of tasks carried out with a patient; ▪ Maintains a cooperative and effective working relationship with the multidisciplinary team; ▪ Feedback from staff and health professionals. |
| 4. Quality and Risk | <ul style="list-style-type: none"> ▪ Contributes to the quality processes within the team/service; ▪ Identifies risks, potential solutions and notifies manager of these; ▪ Complies with guidelines, protocols and policies; ▪ Complies with legal/legislative requirements; ▪ Participates in team/service risk minimisation activities; ▪ Complies with C&C DHB reportable events policy; ▪ Maintains record of Continuing Professional Development; ▪ Maintains record of supervision attendance. |
| 5. Te Tiriti o Waitangi | <ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership. |
| 6. Health & Safety | <ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities |

Key Relationships & Authorities



Capability Profile

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

| Competency | Behaviours |
|----------------------------|---|
| Interpersonal Savvy | <ul style="list-style-type: none"> Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse even high-tension situations comfortably |
| Organising | <ul style="list-style-type: none"> Can marshal resources (people, funding, material, support) to get things done Can orchestrate multiple activities at once to accomplish a goal Uses resources effectively and efficiently Arranges information and files in a useful manner |
| Planning | <ul style="list-style-type: none"> Accurately scopes out length and difficulty of tasks and projects Sets objectives and goals Breaks down work into the process steps Develops schedules and task/people assignments |

| Competency | Behaviours |
|---------------------------------|---|
| | <ul style="list-style-type: none"> Anticipates and adjusts for problems and roadblocks Measures performance against goals Evaluates results |
| Decision Quality | <ul style="list-style-type: none"> Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time Sought out by others for advice and solutions |
| Problem Solving | <ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions Probes all fruitful sources for answers Can see hidden problems' Is excellent at honest analysis Looks beyond the obvious and doesn't stop at the first answer |
| Quality & Innovation | <ul style="list-style-type: none"> Provides quality service to those who rely on one's work. Looks for ways to improve work processes - suggests new ideas and approaches. Explores and trials ideas and suggestions for improvement made by others. Shows commitment to continuous learning and performance development. |
| Negotiating | <ul style="list-style-type: none"> Can negotiate skilfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be both direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing |

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Experience in a healthcare setting working or experience of being in a caring role;
- Understanding of impact of age / illness / disability on ability to achieve day to day living activities;
- Ability to work alone with patients in hospital / in home / community settings;
- Experience of a utilising a range of equipment to assist people with managing daily living activities;
- Good self-awareness around abilities and limitations;
- Knowledge of safe manual handling techniques;
- Knowledge of Infection control principles and techniques;
- A good understanding of the roles of Allied Health Professionals i.e. Occupational Therapy / Physiotherapy / Social Work/ Dietetics/ Speech Language Therapy;
- Competent using basic computer systems e.g. email and word processing;
- Awareness of recognising and responding to elder abuse;
- Full Drivers licence.

B. Essential Professional Qualifications / Accreditations / Registrations:

- Good basic education – NCEA level 2 minimum (Essential);

- 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 (or willingness to complete one of these qualifications).

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

- Whanaungatanga – building and maintaining good relationships with colleagues and patients
- Patient and whānau centred
- Promoting a holistic, inclusive and collaborative team environment
- Continuous learning and service improvement
- Physical ability to perform and cope with all aspects of the job as required
- Flexibility and teamwork
- Good communication skills including good written and spoken English;
- Ability to demonstrate initiative;
- Friendly and approachable.

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