

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	Casual Mental Health Support Worker
Reports to	Nurse Coordinator, Mental Health Casual Resource
Location	This position is expected to work across various sites across the district
Department	Mental Health, Addictions & Intellectual Disability Services (MHAIDS)
Date	03-08-2026
Salary band (indicative)ⁱ	Step 1-5 Mental Health Assistants
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:

Provide assistance to the health care team, by focusing on the patient's comfort and performing delegated patient care duties, including completing personal cares and service activities as required.

The Mental Health Casual Pool consists of individuals employed on a casual basis to fill staffing gaps arising from planned or unplanned leave of permanent employees or due to the sudden and temporary need for additional resources.

Individuals will remain in the casual pool on an ongoing basis accessible for future work but there is no obligation on the employer to rehire them or the employee to make themselves available. They are hired to work, as and when required for that period only after which there is no relationship.

The Mental Health Support Worker (MHSW) is part of the unregulated health workforce and therefore must always work under direction and/or delegation of a Registered Nurse (RN). The MHSW role is task-specific and has defined boundaries.

The MHSW is part of a collaborative health care team; they assist the RN to meet the patient/client needs when it is appropriate for the RN to delegate aspects of care to a trained

unregulated healthcare role. The MHSW contributes to the successful operation of the nursing team, understands and applies the Code of Rights and Consumer Code of Health. The RN may delegate aspects of the patient/client care activities to MHSWs when the work does not require professional nursing knowledge, judgement and skill. The MHSW must seek guidance and supervision when needed. The MHSW may also be allocated service activities or duties that contribute to the service function and delivery.

Key Result Area	Expected Outcomes / Performance Indicators
Patient Care	• As directed by the RN assists with the delivery of activities of daily living for patients; • Completes the duties and tasks as outlined in the daily Task List; • Answer consumer tangata whaiora call bell and respond to simple requests or locate a RN as required; • Undertake 'watches' under direction of RN; • Respect and provide privacy and dignity to consumer tangata whaiora / families; • Provides support and assists with leisure and recreational and vocational activities; • Provides safe escorts when allocated by RN; • Consumer tangata whaiora and family privacy and confidentiality are maintained
Safe Environment	• Assists with unit safety systems; • Environmental safety checks are completed and any hazards identified; • Maintenance and repair of equipment is reported promptly
Housekeeping	• Ensure linen supplies and stores are maintained at adequate levels for staff / consumers to access; • Economic and efficient use is made of hospital supplies; • Works with team to keep unit and service areas clean and tidy; • Clean equipment and utensils as required; • Bed and space are ready for admissions; • Assists with filing, photocopying and faxing as requested; • Bed space ready for admission.
Communication	• Promote good public relations through positive interaction with patients, families, visitors and all other health care professionals; • Assisting consumers' tangata whaiora, families with queries and referring on to appropriate team member; • Demonstrates reliability and punctuality in attendance to work.
Works co-operatively	• Ensure consumers tangata whaiora are greeted and are always treated with courtesy and dignity; • All information is relayed to appropriate staff in timely manner, Keeping the supervising RN fully informed of matters arising; • Use initiative in the work environment and able to prioritise and organises workload; • Documents in a clear and concise accurate observations and information relevant to tangata whaiora consumers; • Progress notes signed off by supervising RN.

Risk Management	• Maintain a safe environment in accordance with hospital policies procedures and statutory regulations; • Demonstrate and understanding in the event of an emergency incidents; • Assists with the reportable events procedures.
Cultural Safety	• Participates in cultural development; • Able to deliver clinical practice in a culturally relevant context to Tangata Whaiora and whanau.
Training and Development	• Demonstrates knowledge of their job description; • Know his/her own limitations and works within these; • Seeks advise, assistance and uses supervision from allocated RN to support own role each shift; • Participate in staff training sessions Infection Control, CPR, C&R, Fire and Manual Handling and MHSW training; • Guidance is sought in all situations for which training has not been given; • Participates in staff education sessions; • Seeks educational opportunities for role development.
Continuous Quality Improvement	• Identifies improvement opportunities and notifies the manager of these; • Participates in the service's quality improvement activities; • Provides good patient/client service and is responsive to patient/client requests or complaints; • Complies with standards and works to improve patient/client satisfaction.
Risk Minimisation	• Identifies risks and notifies the manager of these; • Participates in risk minimisation activities; • Complies with C&CDHB Reportable Events policy and other policies and procedures; • Participates in audits.
Occupational Health and Safety	• Has read and understood the Health & Safety policy and procedures; • Actively supports and complies with Health & Safety policy and procedures; • 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; • Complies with responsibilities under the Health and Safety in Employment Act 1992.

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 / Tangata Whaiora and their family / whanau • Other mental health, addictions and intellectual disability services	• Clinical Coordinators • All Nursing staff • Consumers/Tangata whaiora and families/whānau • Clinical Nurse specialist/Educators • Health Care Teams

About you – to succeed in this role

You will have

Essential:

- All Casual Mental Health Support Workers (MHSW) employed by the MHAID 3 DHB Services will have a Level 4 National Certificate in Mental Health (or equivalent qualification).
- Full current drivers licence
- Ability to work under direction but also carries out non-patient/whanau related tasks independently and demonstrate awareness of own capabilities;
- Awareness and commitment to the principles of the Treaty of Waitangi
- Willingness to work and contribute to the Health Care Team;
- Ability to work under stress and respond to a variety of changing situations;]

Desired:

- [Effective oral and written skills and interpersonal communication skills;
- Can demonstrate effective organisational ability and time management skills;
- A commitment to customer service and a positive attitude to work;
- Able to be flexible and adaptable
- PC Skills]

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.