

## Position Description

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<b>Position</b>	Health Care Assistant
<b>Team / Service</b>	Women's Health Service
<b>Group</b>	Surgery, Women's and Children's
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Midwifery Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	Wellington Regional Hospital

## Te Whatu Ora

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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:

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

## Context

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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

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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:

<b>Mana whakahaere</b>	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
<b>Mana motuhake</b>	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.
<b>Mana tāngata</b>	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
<b>Mana Māori</b>	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.

## Te Mauri o Rongo

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

### Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

### Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

### Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

### Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

## District Responsibility

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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.

## Team Perspective

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The Women's Health Service provides Maternity, Obstetric, and Gynaecology care as associated support services on an acute or elective, inpatient, day patient or outpatient basis. Maternity services provide for approximately 3600 births per annum at Wellington, Kenepuru and Paraparaumu birthing facilities.

## Purpose of the role

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The Health Care Assistant (HCA) supports the maternity team by working under the direction of a Registered Midwife (RM) or Registered Nurse (RN) to help meet the needs of women, babies, and whānau. This includes assisting with delegated care tasks, as well as contributing to the smooth operation of the ward through housekeeping, cleaning, and clerical support.

As an unregulated healthcare worker, the HCA is only assigned tasks that do not require specialised clinical knowledge or judgment. They are responsible for performing these tasks safely, while the RM or RN remains accountable for the decision to delegate and for monitoring outcomes. The HCA will receive training for specific tasks relevant to the maternity setting.

This role is essential in maintaining a safe and efficient environment, allowing clinical staff to focus on the delivery of care. It also involves building positive working relationships with staff, patients, and families, and contributing to quality practice and patient safety across the ward.

## Key Accountabilities

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Health Care Assistance (HCA) are legally accountable for their actions and accountable to their employer. They must have the appropriate skills and knowledge to undertake activities, and be working within policy and direction and delegation of a Registered Nurse or Midwife. They must be careful not to lead health consumers to believe they are a nurse when undertaking aspects of nursing care (Nursing Council of New Zealand 2011).

In this Role Description the terms person or patient are used to refer to those who use health services which in different settings may be referred to as tangata whaiora, health consumer or client.

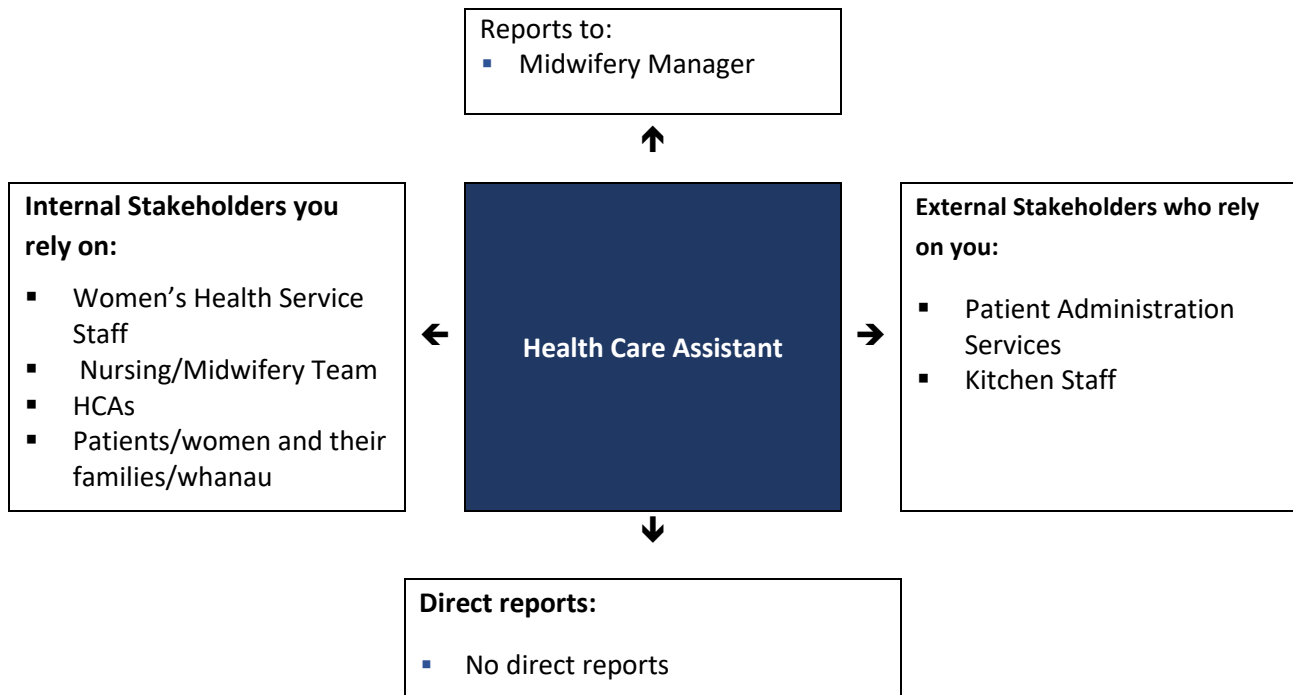
Key accountabilities	Deliverables / Outcomes
<b>1. General accountabilities and principles of practice</b>	<ul style="list-style-type: none"><li>▪ Works under direction and delegation of a Registered Midwife or Nurse.</li><li>▪ Accepts responsibility for actions and decisions within level of skills and knowledge.</li><li>▪ Does not undertake activities requiring nursing knowledge, judgment and skill such as assessing, planning and evaluating</li></ul>

Key accountabilities	Deliverables / Outcomes
	<p>patient care, patient health teaching and counselling, administering medications, or delegating tasks to others.</p> <ul style="list-style-type: none"> <li>▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the District's Code of Conduct.</li> <li>▪ Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights).</li> <li>▪ Applies District policies and processes and contributes to a culture of safe practice.</li> <li>▪ Responds to the changing needs of the District, performing other tasks as required.</li> <li>▪ Conducts self in a responsible and professional manner.</li> <li>▪ Demonstrates reliability and punctuality in attendance to work.</li> </ul>
<b>2. Mātauranga Māori and Te Tiriti O Waitangi</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates knowledge and understanding of Te Tiriti O Waitangi;</li> <li>▪ Applies and promotes principles of Te Tiriti O Waitangi within practice;</li> <li>▪ Demonstrates respect for Tikanga Maori values;</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>▪ Aware of available services and resources to make sure culturally appropriate and language appropriate services are provided for patients and whānau;</li> <li>▪ Attends approved organisational Tikanga Māori workshops.</li> </ul>
<b>3. Cultural safety and Equity focus</b>	<ul style="list-style-type: none"> <li>▪ Champions equality and diversity in the workplace.</li> <li>▪ Demonstrates cultural sensitivity and respect for the individual needs of all patients and whānau.</li> <li>▪ Uses communication that acknowledges and adapts to different cultural and communication needs.</li> <li>▪ Recognises and works to reduce inequities in maternal health outcomes.</li> <li>▪ Provides culturally safe care that respects dignity, especially during vulnerable moments in the maternity journey.</li> </ul>
<b>4. Supports the team to deliver effective patient care</b>	<ul style="list-style-type: none"> <li>▪ Promotes good public relations and treats patients with courtesy, dignity and respect.</li> <li>▪ Provides directed activities of providing meals and drink assistance</li> <li>▪ Supervises or observes patients as directed by RM/RN.</li> <li>▪ Answers basic patient/whānau queries and refers more complex concerns appropriately.</li> <li>▪ Identifies and contributes to service improvement opportunities.</li> </ul>
<b>5. Administration support (as required)</b>	<ul style="list-style-type: none"> <li>▪ Assists with reception, answering phones, and greeting visitors in a professional and supportive manner.</li> <li>▪ Takes accurate messages and forwards them promptly.</li> <li>▪ Collates labels, forms, pamphlets and files to support admissions and discharges.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>Provides cover for ward clerk (e.g. during breaks), assisting with visitor enquiries and administrative support.</li> </ul>
<b>6. Environmental support</b>	<ul style="list-style-type: none"> <li>Maintains a clean, safe, and welcoming maternity environment:</li> <li>Cleans and restocks birthing suites, patient rooms, and sluice room.</li> <li>Makes inpatient beds and changes linen as required.</li> <li>Cleans and maintains equipment (e.g. birthing trolleys, monitors).</li> <li>Disposes of waste and biohazards appropriately.</li> <li>Unpacks and stores supplies on delivery.</li> <li>Cleans and maintains shared areas, including tearoom and fridges.</li> <li>Manages stock levels:</li> <li>Conducts daily stock checks and ensures supplies in birthing and treatment areas meet par levels.</li> <li>Orders or restocks linen, pamphlets, and kitchen items as needed. <ul style="list-style-type: none"> <li>Notifies CMM/MM if inventory levels are irregular.</li> </ul> </li> </ul>
<b>7. Establishes and maintains effective interpersonal relationships with patients and team by working and communicating effectively and professionally</b>	<ul style="list-style-type: none"> <li>Communicates clearly and professionally at all times.</li> <li>Acts as a buddy/resource person for new staff as appropriate.</li> <li>Understands team roles and keeps the RM/RN informed of any patient care concerns.</li> <li>Attends team meetings, in-services, and debriefs.</li> <li>Maintains appropriate personal boundaries and ensures discussions about patients are limited to relevant settings and staff.</li> </ul>
<b>8. Shows commitment to personal development and ability to perform their role</b>	<ul style="list-style-type: none"> <li>Accepts accountability for actions and decisions.</li> <li>Completes mandatory learning (e.g. Infection Control, CPR, Fire, Manual Handling) within timeframes.</li> <li>Seeks help when faced with unfamiliar situations.</li> <li>Identifies personal learning goals and participates in appraisal processes.</li> <li>Proactively attends training relevant to maternity care.</li> </ul>
<b>9. Health and Safety</b>	<ul style="list-style-type: none"> <li>Adheres to the Health and Safety at Work Act 2015.</li> <li>Complies with Health and Safety policies, procedures and use of PPE.</li> <li>Identifies and reports hazards and unsafe conditions.</li> <li>Participates in risk minimisation activities.</li> <li>Supports a culture of safety for mothers, babies, whānau and staff.</li> </ul>

## Key Relationships & Authorities

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## Capability Profile

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

Competency	Behaviours
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>Is widely trusted and maintains professional integrity.</li> <li>Is honest, direct, and truthful in a respectful and helpful manner.</li> <li>Keeps confidences and admits mistakes.</li> <li>Does not misrepresent self for personal gain.</li> </ul>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"> <li>Is results-focused and committed to making a difference.</li> <li>Plans and organises work effectively, prioritising tasks, meeting deadlines, and adapting to unexpected demands.</li> <li>Perseveres with tasks and meets objectives despite challenges.</li> <li>Is reliable—consistently follows through and completes tasks correctly according to protocols.</li> <li>Adjusts work style to fit service needs.</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>Provides high-quality service to patients, whānau, and colleagues.</li> <li>Looks for ways to improve work processes and suggests practical ideas.</li> <li>Welcomes feedback and trials new approaches when appropriate.</li> <li>Shows commitment to continuous learning and performance improvement</li> </ul>
<b>Cultural Skills</b>	<ul style="list-style-type: none"> <li>Demonstrates understanding and application of Te Tiriti o Waitangi principles in daily work.</li> <li>Values diversity and shows respect for different cultures and lifestyles.</li> <li>Actively works to increase cultural awareness and inclusive practice.</li> <li>Accesses and uses resources to support culturally and language-appropriate care for wāhine and whānau.</li> <li>Celebrates diversity and promotes equitable care for all.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active, attentive, and respectful listening.</li> <li>Explains information clearly and simply.</li> <li>Responds to questions and concerns in a thoughtful and helpful way.</li> <li>Is appropriately assertive and maintains professionalism when challenged.</li> <li>Deals effectively with conflict in a constructive manner.</li> <li>Communicates in a culturally safe and inclusive way.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops constructive and respectful working relationships.</li> <li>Has a friendly, approachable manner and a positive sense of humour.</li> <li>Shares knowledge and expertise willingly with colleagues.</li> <li>Demonstrates flexibility by adjusting to changing needs and offering extra support when required.</li> <li>Supports team decisions in both word and action.</li> </ul>



Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Understands and values how their role supports the health and independence of the community. 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>

## Experience and Capability

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### A. Essential Qualifications / Accreditations / skills and experience:

- Health and Wellbeing: Health Assistance Level 3 or equivalent or prepared to complete within specified timeframes
- Previous hospitality experience desirable
- Previous experience in a health care setting desirable

### B. Someone well-suited to the role will place a high value on the following

- Previous experience in a health care setting desirable
- A friendly, caring and empathetic manner
- The ability to act calmly and quickly in emergencies
- The ability to follow instructions
- Good communication skills
- The ability to deal with stressful healthcare situations
- Commitment to Te Tiriti o Waitangi
- Living the District values
- Delivering an exemplary standard of care
- Innovation and critical thinking
- Commitment to sustainable practice

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