

## Position Description

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| <b>Position</b>            | <b>Allied Health Assistant : Kaiawhina Haoura</b>                                                                                             |
| <b>Directorate</b>         | Older Adult, Rehabilitation and Allied Health Service (ORA)                                                                                   |
| <b>District</b>            | Capital, Coast & Hutt Valley                                                                                                                  |
| <b>Responsible to</b>      | Occupational Therapy Team Leader                                                                                                              |
| <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:

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

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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.

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:

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|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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.                                                                                                          |

**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

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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

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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.

## Service Perspective

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Older Adult, Rehabilitation and Allied Health (ORA) Services are provided to people of all ages in inpatient, outpatient and community settings. This role is part of the ORA inpatient allied health service and provides services to people in Wellington Regional Hospital and Kenepuru hospital in Porirua.

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 Hospital provides health of the older person, rehabilitation and some elective surgical services.

## Role perspective

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This role is working with the Allied Health teams who work within the Wellington 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.

## Purpose of the role

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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.

## Key Accountabilities

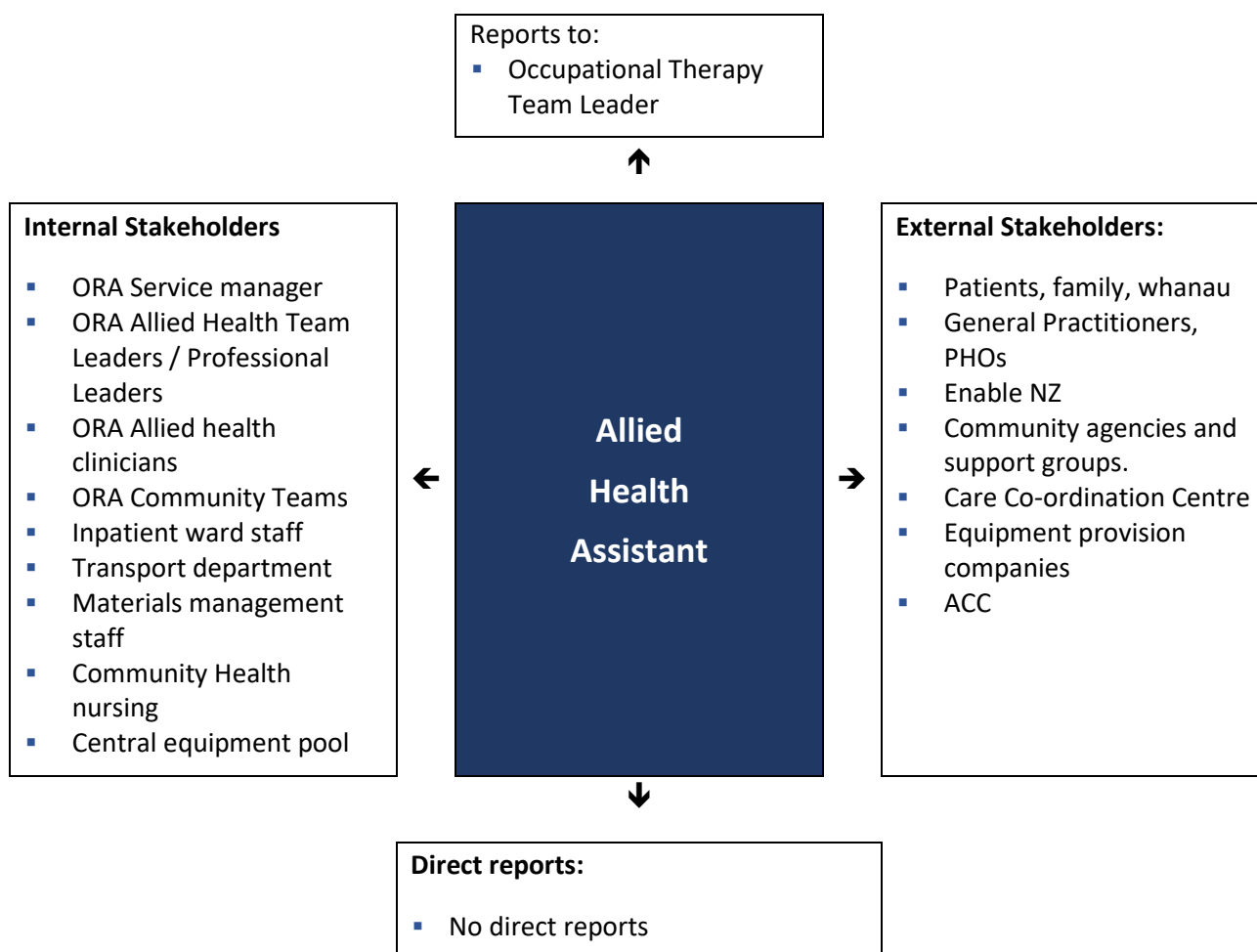
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The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

| Key accountabilities                       | Deliverables / Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Patient Care</b>                     | <ul style="list-style-type: none"> <li>▪ Responds to the guidance of members of multidisciplinary team;</li> <li>▪ Works under the delegation of a nominated health professional;</li> <li>▪ Positive and effective relationships built with patients;</li> <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 patients and allied health staff;</li> <li>▪ Trial equipment / Enable equipment loan processes managed;</li> <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> <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 multidisciplinary 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> <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>                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>5. Occupational Health &amp; Safety</b> | <ul style="list-style-type: none"> <li>▪ Complies with responsibilities under the Health &amp; Safety in Employment Act 1992;</li> <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> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Key accountabilities | Deliverables / Outcomes                                                                                                                                                                                                                                                                                                                                         |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | <ul style="list-style-type: none"> <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

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 focused 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> <li>▪ Consistently performs tasks correctly - following set procedures and protocols</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>          |



## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Previous experience in a healthcare setting working with older people 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 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;
- Drivers licence.

### B. Essential Professional Qualifications / Accreditations / Registrations:

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

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

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

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

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.