

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Mental Health Support Worker		
Reports to	Team Leader / Clinical Nurse Manager		
Location	Lower Hutt, Wellington		
Department	Central Region Eating Disorder Service		
Direct Reports	None	Total FTE	1.0
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	30 June 2026		
Salary band (indicative)*	61,000 – 77,000		

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

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 will 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.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- To work under the direction and supervision of Registered Nurse (RN) assisting the health care team as required with service delivery.
- Maintaining a safe environment for consumers/families/staff.
- Promote cooperative relationships through positive interactions with consumer tangata whaiora / families, Te Whatu Ora staff
- To provide support to clients attending the CREDS Residential and Day Programme Service with their recovery goals. This involves but is not limited to preparing and cooking meals and snacks, working with the Registered Nurses, the Dietician and other staff to ensure appropriate nutritional goals are achieved. This includes some general household tasks to ensure a healthy and supportive environment.

Key Result Area	Expected Outcomes / Performance Indicators
1. Patient Care	<ul style="list-style-type: none"> • 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;

	<ul style="list-style-type: none"> • 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.
2. Safe Environment	<ul style="list-style-type: none"> • Assists with unit safety systems; • Environmental safety checks are completed and any hazards identified; • Maintenance and repair of equipment is reported promptly.
3. Housekeeping	<ul style="list-style-type: none"> • 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.
4. Communication	<ul style="list-style-type: none"> • 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.
5. Works co-operatively	<ul style="list-style-type: none"> • 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.
6. Risk Management	<ul style="list-style-type: none"> • 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.
7. Cultural safety	<ul style="list-style-type: none"> • Participates in cultural development; • Able to deliver clinical practice in a culturally relevant context to Tangata Whaiora and whanau.
8. Training and Development	<ul style="list-style-type: none"> • 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;

	<ul style="list-style-type: none"> • Participates in staff education sessions; • Seeks educational opportunities for role development.
9. Continuous Quality Improvement	<ul style="list-style-type: none"> • 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.
10. Risk Minimisation	<ul style="list-style-type: none"> • 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.
11. Occupational Health and Safety	<ul style="list-style-type: none"> • 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.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.

Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 the Team Leader

- Any concerns with adherence to the above performance indicators
- Any barriers to ability to meet the above performance indicators

Relationships

External	Internal
<ul style="list-style-type: none"> • Wellington Regional Hospital • Hutt Valley Hospital 	<ul style="list-style-type: none"> • CREDS Clinical Team • Other MHAIDS treating teams

About you – to succeed in this role

You will have

Essential:

- Level 4 NZ Certificate in Health & Wellbeing (or equivalent qualification)
- Experience supporting tangata whaiora
- Experience in food preparation
- Experience in household management

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Experience working with tangata whaiora with eating disorders

You will be able to Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Work effectively with tangata whaiora with eating disorders

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*