

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

<b>Title</b>	Health Care Assistant (HCA)		
<b>Reports to</b>	Charge Nurse Manager		
<b>Location</b>	Capital, Coast & Hutt Valley		
<b>Department</b>	Outpatients Department, Wellington & Kenepuru, Surgical Services		
<b>Direct Reports</b>	Nil	<b>Total FTE</b>	Nil
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b>
<b>Delegated Authority</b>	<b>HR</b>	Nil	<b>Finance</b>
<b>Date</b>	June 2026		
<b>Salary band (indicative)*</b>	HNZ NZNO Collective Agreement/ PSA Collective Agreement		

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

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The primary purpose of the Health Care Assistant (HCA) role is to:

Contribute to the successful operation of the nursing/ midwifery team by collaborating and working alongside the Inter-disciplinary team, Registered Nurse (RN) or Midwife (RM) to meet the patient/client needs. They will assist with delegated patient care, cleaning and undertake housekeeping or clerical functions. The Health Care Assistant may also be required to undertake a specific area of responsibility, as assigned by their manager. As an unregulated healthcare worker, the Health Care Assistant (HCA) works under the direction and delegation of a Registered Nurse (RN) or Midwife (RM) and will only be delegated tasks that do not require specialised nursing/midwifery knowledge, judgement or skill. The HCA will remain responsible for their actions, while the RN or RM is accountable for the delegation decision, assessment and evaluation of outcomes. The HCA will receive training to complete specific tasks within defined boundaries according to the service areas requirements.

The Wellington and Kenepuru Outpatients Service supports the delivery of a broad range of specialist outpatient clinics, including consultant-led clinics, nurse-led clinics, allied health clinics, and technician-led services. The service actively manages clinic operations to maximise utilisation and ensure resources are used efficiently to support high-quality patient care.

The Health Care Assistant is part of the unregulated health workforce and works under the direction and delegation of an RN or EN. The role is task-specific and operates within clearly defined boundaries. HCAs support nursing staff by undertaking delegated activities that do

not require professional nursing judgement, and by contributing to service and clinic activities that support patient care and clinic flow.

HCA's work collaboratively with nursing, medical, allied health, and administrative staff to ensure outpatient clinics run safely, efficiently, and in a manner that supports positive patient and whānau experiences.

Quality practice and improved patient safety is an important part of this role.

The HCA is expected to contribute to the implementation of District and nursing goals and values and to promote Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Health Care Assistants (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).

<b>Key Result Area</b>	<b>Expected Outcomes / Performance Indicators</b>
<b>General accountabilities and principles of practice</b>	<ul style="list-style-type: none"> <li>• Works under direction and delegation of a Registered Nurse or Midwife;</li> <li>• Accepts responsibility for actions and decisions within level of skills and knowledge;</li> <li>• Ensures they do not undertake activities requiring nursing knowledge, judgment and skill such as assessing, planning and evaluating patient care, patient health teaching and counselling, administering medications, or delegating tasks to others;</li> <li>• Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct;</li> <li>• Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights);</li> <li>• Applies the Districts 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>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 whanau;</li> </ul>

<p><b>Cultural safety and Equity focus</b></p>	<ul style="list-style-type: none"> <li>• Attends approved organisational Tikanga Māori workshops.</li> <li>• Champions equality and diversity in the workplace;</li> <li>• Demonstrates awareness, sensitivity and respect of others acknowledging and responding to each person's individual and cultural need(s) regardless of ability, ethnicity, gender or sexual orientation;</li> <li>• Communication skills show respect for peoples individual and different cultural and communication needs;</li> <li>• Demonstrates respect and kindness to patients and their whanau;</li> <li>• Recognises inequities in health outcomes and works to address these.</li> </ul>
<p><b>Supports the team to deliver effective patient care</b></p>	<ul style="list-style-type: none"> <li>• Promotes good public relations through positive interactions, ensuring patients are greeted and are always treated with courtesy while receiving care;</li> <li>• Gives priority to the needs of patients, maintaining their dignity and privacy;</li> <li>• Supports nurses and midwives by assisting them to undertake activities and procedures as requested;</li> <li>• Provides directed delivery of activities of daily living (ADLs) for patients e.g. toileting, mobilisation, personal hygiene tasks, assistance with feeding, meal and beverage delivery and positioning, as directed and in accordance with accepted moving and handling practices;</li> <li>• Undertakes patient supervision and related care activities (observation and engagement) under direction of RN/RM;</li> <li>• Answer patients' and/or family/whanau queries and responds to simple requests or locates appropriate team member to pass a message as required;</li> <li>• Follows instructions and passes on relevant information to RN/RM;</li> <li>• Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes;</li> <li>• Shows adaptability to changing circumstances within workplace;</li> <li>• Follows transmission based precautions at all times.</li> </ul>
<p><b>Administration support (as required)</b></p>	<ul style="list-style-type: none"> <li>• Performs reception and greeting functions in a professional manner;</li> <li>• Answers telephone with customer focus, ensuring phone messages are accurate and passed on appropriately and in a timely manner;</li> <li>• Collates patient forms, labels and/or files, in anticipation of patient admissions/discharge as required.</li> </ul>
<p><b>Environmental support</b></p>	<ul style="list-style-type: none"> <li>• Works with team to maintain a safe, clean and functional environment for patients and staff by regularly cleaning and tidying all areas. For example:</li> <li>• Cleaning sluice room and treatment areas;</li> <li>• Bed making, assembling patient bed spaces for admission and discharge;</li> <li>• Assembling and dismantling of procedure trolleys;</li> <li>• Restocking and putting away unused consumables/equipment;</li> </ul>

	<ul style="list-style-type: none"> <li>• Cleaning and maintenance of equipment;</li> <li>• Disposing waste;</li> <li>• Linen management;</li> <li>• Maintaining and cleaning tearoom and fridge;</li> <li>• Unpacking and putting away bulk stores as they arrive.</li> <li>• Checking supplies, reordering and restocking as required;</li> <li>• Maintaining stock levels by bed spaces or in clinic rooms and clinical trolleys as guided by service task lists (area is adequately but not over stocked);</li> <li>• Using District supplies in an economic and efficient way;</li> <li>• Monitoring stock levels and advising the Charge / Clinical Nurse/Midwife Manager (CN/MM) when numbers vary; significantly from the par level.</li> </ul>
<b>Establishes and maintains effective interpersonal relationships with patients</b>	<ul style="list-style-type: none"> <li>• Undertakes effective communication at all times and seeks or clarification if unsure;</li> <li>• Has ability and willingness to act as a 'buddy' / support / resource person for the orientation of new and existing staff;</li> <li>• Demonstrates an understanding of the different roles of the members of the health care team;</li> <li>• Links with RN / RM on a regular basis throughout the course of the duty and communicates discrepancies, problems or concerns to a RN /RM in a timely manner;</li> <li>• Attend and contributes to team meetings, clinical debriefing, in-service education and quality improvement;</li> <li>• Demonstrates adherence to appropriate personal boundaries;</li> <li>• Uses appropriate language to context;</li> <li>• Discussions concerning patients are restricted to appropriate settings and relevant members of the team.</li> </ul>
<b>Shows commitment to personal development and ability to perform their role</b>	<ul style="list-style-type: none"> <li>• Accepts accountably for actions;</li> <li>• Completes and maintains organisational mandatory learning and competency requirements within specified time frames;</li> <li>• Seeks instruction when presented with unfamiliar situations;</li> <li>• Identifies learning needs and seeks learning opportunities proactively;</li> <li>• Contributes to annual appraisal and identifies learning needs.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>

**Matters which must be referred to the Charge Nurse Manager**

- The HCA works under the direction and delegation of a Registered Nurse or Registered Midwife or Enrolled Nurse and must escalate any concerns to them and/or their line manager.

**Relationships**

External	Internal
<ul style="list-style-type: none"> <li>• Food Services</li> <li>• Cleaning Services</li> </ul>	<ul style="list-style-type: none"> <li>• Patients/ Whānau</li> <li>• Patient Administration Services</li> <li>• Central Equipment Pool</li> <li>• Inward/Outwards Goods</li> <li>• Ward or area Senior Nurses</li> <li>• Nursing / midwifery team</li> <li>• Other members of the MDT</li> <li>• Patients &amp; Whānau</li> <li>• Medical teams</li> <li>• District Chief Nurse</li> <li>• Nurse Directors</li> <li>• Security Orderlies</li> <li>• Workforce and Practice Development Unit</li> <li>• Clinical Nurse Specialists</li> <li>• Patient Care Coordination</li> <li>• Māori and Pacific Health Units</li> <li>• Occupational Health and Safety</li> <li>• Quality &amp; Risk Unit</li> </ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Health and Wellbeing: Health Assistance Level 3 or equivalent or prepared to complete within specified timeframes

**Desired:**

- Experience in implementing Te Tiriti o Waitangi in action.
- 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 sickness and distressing medical 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

**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 the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

**Desired:**

Demonstrate:

- A strong drive to deliver and take personal responsibility.
- Self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve

*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.*