

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

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| Title | Occupational Therapy Support Worker | | |
| Reports to | Team Leader, Lucie Terry | | |
| Location | Rātonga O Rua Campus, 45 Raiha Street Porirua | | |
| Department | Tāwhirimātea | | |
| Direct Reports | N/A | Total FTE | 1.0 Full time |
| Budget Size | Opex | Capex | N/A |
| Delegated Authority | HR | Finance | N/A |
| Date | 30/6/26 | | |
| Salary band (indicative)* | Step 1 \$65,842.00 – Step 5 \$79,039.00 | | |

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 provide effective and quality support and services to tangata whaiora. To accept and carry out activities as delegated by Occupational Therapist, Team leader or their nominee. To ensure all duties are carried out to legal requirements and in a culturally safe manner. Tāwhirimātea is a safe care 29 bed unit. The unit provides a range of both individual and group programs and activities that support recovery for tangata whaiora who may require the support of a safer environment. Tangata whaiora are able to access services both on and off the unit. A multi-disciplinary team approach works in collaboration with tangata whaiora and whanau.

The Mental Health Occupational Therapist Support Worker (OTSW) is part of the unregulated health workforce and therefore must always work under direction and/or delegation of an Occupational Therapist (OT). The OTSW role is task-specific and has defined boundaries.

The OTSW is part of a collaborative health care team; they assist the OT to meet tangata whaiora needs when it is appropriate for the OT to delegate aspects of care to a trained unregulated health OTSW role. The OTSW contributes to the successful operation of the OT team.

The OT may delegate aspects of tangata whaiora care activities to OTSWs when the work does not require professional knowledge, judgement and skill. The OTSW must seek guidance and supervision when needed. The OTSW may also be allocated service activities or duties that contribute to the service function and delivery.

Specific training will be provided to ensure the OTSW has appropriate skills according to the employer and service expectations.

The OTSW gives and receives feedback on their performance in an annual performance review with their line manager.

Provide safe and clinically effective tangata whaiora assessment and intervention, within a specific clinical area with a development of more in depth knowledge and skills. Tāwhirimātea is a safe care 29 bed unit. The unit provides a range of both individual and group programs and activities that support recovery for tangata whaiora who may require the support of a safer environment. Tangata whaiora are able to access services both on and off the unit. A multi-disciplinary team approach works in collaboration with tangata whaiora and whanau.

| Key Result Area | Expected Outcomes / Performance Indicators |
|--------------------------------|---|
| Tangata whaiora support | <ul style="list-style-type: none"> • When directed attends clinical /MDT meetings for tangata whaiora / consumers and contributes to treatment plan • Under the direction of a health professional provides support and assists with recreational, social and vocational activities. • Reports and records observations and information which is relevant to tangata whaiora/consumers / whanau. • Provides support and appropriate advice to tangata whaiora/consumers / whanau. • Communicates effectively with tangata whaiora/consumers, their whanau and other members of the team. |
| Safe Environment | <ul style="list-style-type: none"> • Emergency procedures are initiated when required. • Works with team to keep the unit / service clean and tidy. • Checks and maintains equipment and supplies as delegated. |
| Legal responsibilities | <ul style="list-style-type: none"> • Maintains a high quality standard and professional approach to tangata whaiora/ consumer / whanau and others at all times. • Receives regular supervision from Team Leader and/or clinical supervisor. • Complies with Company policies and legislation relevant to the Service. • Keeps appropriate records and provides statistics when required |
| 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. |

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| 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. |
| Self-development | <ul style="list-style-type: none"> • Demonstrates knowledge of their job description. • Know his/her own limitations and works within these. • Participate in staff core competency training sessions (e.g. Infection Control, CPR assist, C&R, Fire and Moving and handling; SPEC). • Guidance is sought in all situations for which training has not been given. • Participates in staff education sessions. |
| 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. |

Reports to the Team Leader

Relationships

| External | Internal |
|--|--|
| <ul style="list-style-type: none"> • Other mental health, addictions and intellectual disability services | <ul style="list-style-type: none"> • Expert Occupational Therapist for campus • Occupational Therapists on the unit • Other registered professionals • MDT members • Tangata whaiora and whānau |

About you – to succeed in this role

You will have –

Essential:

- Full drivers licence is essential
- Mental Health work experience
- Level 4 Certificate in Health and Wellbeing
- Ability to communicate clearly and effectively both written and oral.

Desired knowledge, skills & experience:

- Experience in implementing Te Tiriti o Waitangi in action
- An interest in working with mental health tangata whaiora
- Ability to work under guidance and according to treatment plans and guidelines developed.
- Ability to make an effective unit / team contribution.
- Ability to adapt within a changing environment.
- Excellent interpersonal and communication skills.
- Sensitive to the needs of tangata whaiora, staff and the public.
- Ability to maintain confidentiality.
- Understanding of the needs of other cultures.
- Strong consumer focus.

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 practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Providing high quality care for the consumer
- Working collaboratively with other clinicians
- Ensuring that they follow through on their work
- Delivering identified outcomes

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.*