

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Health Care Assistant
Reports to	Midwife Manager
Location	Wellington Regional Hospital
Department	Womens Health Service

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to 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 RESULT AREA	EXPECTED OUTCOMES / PERFORMANCE INDICATORS

General accountabilities and principles of practice	• Works under direction and delegation of a Registered Midwife or Nurse. • Accepts responsibility for actions and decisions within level of skills and knowledge. • Does 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. • Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the District's Code of Conduct. • Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights). • Applies District policies and processes and contributes to a culture of safe practice. • Responds to the changing needs of the District, performing other tasks as required. • Conducts self in a responsible and professional manner. • Demonstrates reliability and punctuality in attendance to work.
Cultural safety and Equity focus	• Champions equality and diversity in the workplace. • Demonstrates cultural sensitivity and respect for the individual needs of all patients and whānau. • Uses communication that acknowledges and adapts to different cultural and communication needs. • Recognises and works to reduce inequities in maternal health outcomes. • Provides culturally safe care that respects dignity, especially during vulnerable moments in the maternity journey
Supports the team to deliver effective patient care	• Promotes good public relations and treats patients with courtesy, dignity and respect. • Provides directed activities of providing meals and drink assistance • Supervises or observes patients as directed by RM/RN. • Answers basic patient/whānau queries and refers more complex concerns appropriately. • Identifies and contributes to service improvement opportunities.
Administration support (as required)	• Assists with reception, answering phones, and greeting visitors in a professional and supportive manner. • Takes accurate messages and forwards them promptly. • Collates labels, forms, pamphlets and files to support admissions and discharges. • Provides cover for ward clerk (e.g. during breaks), assisting with visitor enquiries and administrative support.
Environmental support	• Maintains a clean, safe, and welcoming maternity environment:

	• Cleans and restocks birthing suites, patient rooms, and sluice room. • Makes inpatient beds and changes linen as required. • Cleans and maintains equipment (e.g. birthing trolleys, monitors). • Disposes of waste and biohazards appropriately. • Unpacks and stores supplies on delivery. • Cleans and maintains shared areas, including tearoom and fridges. • Manages stock levels: • Conducts daily stock checks and ensures supplies in birthing and treatment areas meet par levels. • Orders or restocks linen, pamphlets, and kitchen items as needed. • Notifies CMM/MM if inventory levels are irregular.
Establishes and maintains effective interpersonal relationships with patients and team by working and communicating effectively and professionally	• Communicates clearly and professionally at all times. • Acts as a buddy/resource person for new staff as appropriate. • Understands team roles and keeps the RM/RN informed of any patient care concerns. • Attends team meetings, in-services, and debriefs. • Maintains appropriate personal boundaries and ensures discussions about patients are limited to relevant settings and staff.
Shows commitment to personal development and ability to perform their role	• Accepts accountability for actions and decisions. • Completes mandatory learning (e.g. Infection Control, CPR, Fire, Manual Handling) within timeframes. • Seeks help when faced with unfamiliar situations. • Identifies personal learning goals and participates in appraisal processes. • Proactively attends training relevant to maternity care.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	• Exercises due diligence in Health and Safety matters and Complies with Health and Safety policies, procedures and use of PPE • Identifies and reports hazards and unsafe conditions. • Participates in risk minimisation activities. • Supports a culture of safety for mothers, babies, whānau and staff. •
Compliance and Risk	• 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 your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements

Relationships

External	Internal
• Patient Administration Services • Kitchen Staff	• Womens Health Service staff • Nursing/Midwifery team • Patients/women and their whānau

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
- A friendly, caring and empathetic manner
- Good communication skills
- The ability to deal with stressful healthcare situations

Desired:

- Previous experience in a health care setting desirable
- Previous hospitality experience desirable

You will be able to **Essential:**

- to act calmly and quickly in emergencies
- to follow instructions
- Plan and organise work effectively, prioritising tasks, meeting deadlines, and adapting to unexpected demands

- Explain information clearly and simply
- Keeps confidences and admits mistakes
- Communicate in a culturally safe and inclusive way
- Adjust work style to fit service need
- Contribute to a positive, inclusive, and safe working environment.

Desired:

- Demonstrate Commitment to Te Tiriti o Waitangi
- Deliver an exemplary standard of care
- Share knowledge and expertise willingly with colleagues
- Develop constructive and respectful working relationships
- Demonstrated commitment to sustainable practice•