

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Mental Health Support Worker
Reports to	Team Leader
Location	Porirua, Wellington
Department	
Date	16/09/2026
Salary band (indicative)ⁱ	HNZ NZNO Collective Agreement/ PSA Collective Agreement
Children's Worker roleⁱⁱ	Yes

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:

[Contribute to the successful operation of the mental health multidisciplinary team by collaborating and working alongside the team, Registered Nurse (RN)/Enrolled Nurse (EN) to meet tāngata whaiora needs. They will assist with tāngata whaiora care as directed. The MHSW may also be required to undertake a specific area of responsibility, as assigned by their manager.

As an unregulated healthcare worker, the MHSW works under the direction & delegation of a RN. They will be delegated tasks by the RN/EN that do not require specialised nursing knowledge, judgement or skill. The MHSW will remain responsible for their actions, while the RN/EN is accountable for the delegation decision, assessment and evaluation of outcomes. The MHSW will receive training to complete specific tasks within defined boundaries according to the service areas requirements.

The MHSW working for the MHAID Services will have a desire to work within a team nursing approach and demonstrating values consistent with those of MHAID Services and will be committed to the five enhanced principles of the Treaty of Waitangi.

The Team Nursing approach commits to provide tangata whaiora/whānau centred care, using current evidence to assist people to achieve their optimum health. It considers the nursing skill (PDRP) level and staff mix with Registered Nurses (RN), Enrolled Nurses (EN) and Mental Health Support Workers (MHSW) working together as part of the team. The benefits of a Team Nursing approach are:

- Improved communication and coordination of care
- Enhanced teaching of clinical decision-making and skills
- Increased patient satisfaction
- Improved patient care
- Increased work satisfaction and staff retention
- Decreased staff turnover

Supporting change implementation is an important aspect of this role. The environment is one of continuing change as we strive for quality practice and improved patient safety. The MHSW is a key part of the team's involvement in such change.

The MHSW working hours will be rostered and rotating and may work across the service as required due to patient safety and workforce necessities.

The MHSW 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 mental health practice.

MHSW 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 RN/EN.

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).

Te Korowai Whāriki (TKW) is an operational group of regional and national services that has staff based in various locations in the Central Region, from Gisborne to Wanganui through to Wellington. Te Korowai Whāriki services are both inpatient and community based. Te Korowai Whāriki consists primarily of two arms - Central Regional Services and the Intellectual Disability (ID) Services

The Regional Rehabilitation and Extended Care Service is a 24-hour inpatient service at Ratonga Rua Hospital. The region covered includes Mid Central, Hutt Valley, Nelson/Marlborough, Tairāwhiti, Hawkes Bay, Wanganui and the greater Wellington area. There are two inpatient units and cottages on the grounds of Ratonga Rua o Porirua. The service provides both longer-term care (Tawhirimatea Unit) and intensive rehabilitation (Tane Mahuta) within both secure and open settings. The service has 64 inpatient beds in total, some of which are in purpose built cottages ranging from 1 to 4 bedrooms. There are also 16 step-down beds for the Central Regional Forensic Mental Health Service.

The service's focus is on recovery and rehabilitation through providing people with the opportunity to learn new skills, as well as gain independence and empowerment for community living. The service links into other elements within the hospital such as the programmes run from Tangaroa and Rūaumoko, work programmes, and linking with community based resources and organisations. Both units provide clients with individualised recovery programme in both a safe care and open setting.

Key Result Area	Expected Outcomes / Performance Indicators
General accountabilities and principles of practice	• Works under direction and delegation of a Registered Nurse, Enrolled Nurse; • Accepts responsibility for actions and decisions within level of skills and knowledge; • 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; • Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct; • Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights); • Applies the Districts 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.
Mātauranga Māori and Te Tiriti O Waitangi	• Demonstrates knowledge and understanding of Te Tiriti O Waitangi; • Applies and promotes the five enhanced principles of Te Tiriti O Waitangi within practice; • Demonstrates respect for Tikanga Māori values; • Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work; • Aware of available services and resources to make sure culturally appropriate and language appropriate services are provided for tāngata whaiora & whānau; • Attends approved organisational Tikanga Māori workshops.
Cultural safety and Equity focus	• Champions equality and diversity in the workplace; • 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; • Communication skills show respect for peoples individual and different cultural and communication needs; • Demonstrates respect and kindness to tāngata whaiora and their whanau; • Recognises inequities in health outcomes and works to address these.
Supports the team to deliver effective patient care	• Promotes good public relations through positive interactions, ensuring tāngata whaiora are greeted and are always treated with courtesy while receiving care; • Gives priority to the needs of tāngata whaiora, maintaining their dignity and privacy; • Supports nurses and midwives by assisting them to undertake activities and procedures as requested; • Undertakes periods of observation and engagement with tāngata whaiora. • Provides support and assists with leisure and recreational and vocational activities; • Provides safe escorts when allocated; • Provides directed delivery of activities of daily living (ADLs) for tāngata whaiora e.g. toileting, mobilisation, personal hygiene tasks, assistance with meal and beverage delivery, as directed and in accordance with accepted moving and handling practices; • Answer tāngata whaiora and/or whānau queries and responds to simple requests or locates appropriate team member to pass a message as required; • Follows instructions and passes on relevant information to RN/EN; • Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes; • Shows adaptability to changing circumstances within workplace; • Follows transmission based precautions at all times.
Administration support (as required)	• Performs reception and greeting functions in a professional manner; • Answers telephone with customer focus, ensuring phone messages are accurate and passed on appropriately and in a timely manner; • Documents in the clinical record and on observation forms clear and concise accurate observations and information relevant to tāngata whaiora.
Environmental support	• Works with team to maintain a safe, clean and functional environment for tāngata whaiora and staff by regularly cleaning and tidying all areas. For example:

	○ Cleaning sluice room and treatment areas; ○ Bed making, assembling patient bedrooms for admission and discharge; ○ Restocking and putting away unused consumables/equipment; ○ Cleaning and maintenance of equipment; ○ Disposing waste; ○ Linen management; ○ Unpacking and putting away bulk stores as they arrive. ○ Checking supplies, reordering and restocking as required; ○ Using District supplies in an economic and efficient way; ○ Undertaking environmental/security checks
Establishes and maintains effective interpersonal relationships with patients	• Undertakes effective communication at all times and seeks or clarification if unsure; • Has ability and willingness to act as a 'buddy' / support / resource person for the orientation of new and existing staff; • Demonstrates an understanding of the different roles of the members of the health care team; • Links with RN/EN on a regular basis throughout the course of the duty and communicates discrepancies, problems or concerns to a RN/EN in a timely manner; • Attend and contributes to team meetings, clinical debriefing, in-service education and quality improvement; • Demonstrates adherence to appropriate personal boundaries; • Uses appropriate language to context; • Discussions concerning patients are restricted to appropriate settings and relevant members of the team
Shows commitment to personal development and ability to perform their role	• Accepts accountably for actions; • Completes and maintains organisational mandatory learning and competency requirements within specified time frames; • Seeks instruction when presented with unfamiliar situations; • Identifies learning needs and seeks learning opportunities proactively; • Contributes to annual appraisal and identifies learning needs.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
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 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	• 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.

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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.
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Relationships

External	Internal
• Clients / Tāngata Whaiora and their family / Whānau • Other mental health, addictions and intellectual disability Services • NGO Services	• Team Leader • All Nursing staff • Consumers/Tāngata whaiora and families/whānau • Clinical Nurse Specialist • Nurse Educators • Director of Nursing MHAIDS

	• Associate Director of Nursing MHAIDS • Learning and Development Team • Nursing Team • Multi-Disciplinary Teams • Māori and Pacific Health Units • Lived Experience Team • MHAIDS Quality Team • Other MHAIDS Teams
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About you – to succeed in this role

You will have

Essential:

- Full current and 'clean driver's' licence;
- Level 4 New Zealand Certificate in Health and Wellbeing (Social and Community Support Services – Mental Health and Addiction Support) or Level 4 Certificate must be completed within first year of employment. Or equivalent qualification in relevant field
- Effective oral and written and computer skills and interpersonal communication skills;
- Can demonstrate effective organisational ability and time management skills;
- A commitment to customer service and a positive attitude to work;
- Able to be flexible and adaptable;
- Ability to work under direction but also carries out non-tāngata whaiora /whānau related tasks independently and demonstrate awareness of own capabilities;
- Awareness and commitment to the five enhanced principles of the Treaty of Waitangi;
- Willingness to work and contribute to the Health Care Team;
- Ability to work under stress and respond to a variety of changing situations

Desired:

- Previous experience in a mental health care setting
- 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
- Delivering an exemplary standard of care
- Innovation and critical thinking
- Commitment to sustainable practice

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.