

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	Allied Health Assistant			
Reports to	Occupational Therapy Team Lead			
Location	Wellington Regional Hospital			
Department	Inpatient Allied Health			
Direct Reports	Nil		Total FTE	1.0
Budget Size	Opex	-	Capex	-
Delegated Authority	HR	nil	Finance	nil
Date	09-11-2026			
Salary band (indicative)ⁱ	SP			
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

This role is working with the Allied Health teams who work within the Wellington Hospital. The types of people you could be working with will have a health related need following a medical or surgical event, or for those living with long term, chronic health conditions.

The main duties and responsibilities include:

- Encouraging patients to be as independent as their condition allows
- Carrying out treatment programmes under the delegation of qualified allied health
- Reinforcing activities that promote success in achieving daily living skills
- Developing rapport with patients to encourage their interests and participation in therapy
- Documenting interventions with patients and feeding back any issues to Allied Health staff
- Carrying out exercise / mobility programmes with patients either individually or in a group setting
- Providing specific sets of information to patients once deemed able to do so
- Preparation for and assisting with group, outpatient and community activities with patients including hydrotherapy
- Attending meetings relevant to departmental activities and patient care

- Ensuring infection control principles are adhered to
- Ensuring health and safety principles are adhered to
- Monitoring, ordering and restocking equipment and supplies.
- Assessing for (once accredited) , ordering, delivering and fitting equipment in patient's homes
- Contribution to service and team development activities.
- Completing statistics
- Identifying and participating in ongoing personal development activities

In addition, assistants may be asked to assist in:

- Organising meetings
- Basic administration tasks (photocopying, filing etc.)

A good level of fitness is required for this role as there is often manual handling of items and people, as is the ability to drive manual and automatic vehicles.

Allied Health Assistants may at times be required to support colleagues in other clinical areas when service demands are high.

Key Result Area	Expected Outcomes / Performance Indicators
Patient Care	• Responds to the guidance of members of multidisciplinary team; • Works under the delegation of a nominated health professional; • Positive and effective relationships built with patients; • Undertakes initial and ongoing training as required; • Acquires knowledge relevant for the effective performance of duties; • Becomes conversant with infection control protocols; • Carries out routine tasks and other tasks as delegated to meet specific needs that arise each duty; • Seeks clarification when necessary; • Assists patients to safely perform activities of daily living, under the delegation of an allied health practitioner; • Attends appointments with patients as directed by allied health practitioners; • Completes observed patient sessions with satisfactory feedback; • Documentation meets documentation standards.
Equipment Management	• Cleans, maintains and organises equipment used by patients and allied health staff; • Trial equipment / Enable equipment loan processes managed; • Ensures basic supplies are replenished regularly; • Assists with ensuring equipment is clean and well maintained; • Delivers, installs and returns equipment as directed and completes appropriate documentation.
Teamwork	• Demonstrates effective communication with all staff; • Works effectively alongside other health professionals when needed;

	• All communication related to a patient is conveyed to the allied health practitioner involved and in a timely manner; • Allied health practitioner is updated regularly with the status of tasks carried out with a patient; • Maintains a cooperative and effective working relationship with the multidisciplinary team; • Feedback from staff and health professionals.
Quality and Risk	• Contributes to the quality processes within the team/service; • Identifies risks, potential solutions and notifies manager of these; • Complies with guidelines, protocols and policies; • Complies with legal/legislative requirements; • Participates in team/service risk minimisation activities; • Complies with C&C DHB reportable events policy; • Maintains record of Continuing Professional Development; • Maintains record of supervision attendance.
Occupational Health & Safety	• Complies with responsibilities under the Health & Safety in Employment Act 1992; • 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.

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.

Matters which must be referred

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

Relationships

External	Internal
- Patients, family, whanau - General Practitioners, PHOs - Enable NZ - Community agencies and support groups. - Care Co-ordination Centre - Equipment provision companies - ACC	- ORA Service manager - ORA Allied Health Team Leaders / Professional Leaders - ORA Allied health clinicians - ORA Community Teams - Inpatient ward staff - Transport department - Materials management staff - Community Health nursing - Central equipment pool

About you – to succeed in this role

You will have

Essential:

- Previous experience in a healthcare setting working with older people or experience of being in a caring role;
- Understanding of impact of age / illness / disability on ability to achieve day to day living activities;
- Ability to work alone with patients in hospital / in home / community settings;
- Experience of utilising a range of equipment to assist people with managing daily living activities;
- Good self-awareness around abilities and limitations;
- Competent using basic computer systems e.g. email and word processing;
- Awareness of recognising and responding to elder abuse;
- Drivers licence.

- Good basic education – NCEA level 2 minimum (E);

Desired:

- Knowledge of safe manual handling techniques;
- Knowledge of Infection control principles and techniques;
- A good understanding of the roles of Allied Health Professionals i.e. Occupational Therapy / Physiotherapy / Social Work/ Dietetics/ Speech Language Therapy;
- Holder of National Certificate in Community Support (level 3) Core Competencies or National Certificate in Health, Disability and Aged Support (level 3) (Health Assistants – Rehabilitation Assistance or Health Assistance strand) or equivalent (or willingness to complete one of these qualifications).

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.

Someone well-suited to the role will place a high value on the following:

- Respecting people with disabilities;
- Good timekeeper;
- Physical ability to perform and cope with all aspects of the job as required;
- Flexible approach;
- Good communication skills including good written and spoken English;
- Patient and ability to show empathy;
- Self-motivated;
- Ability to demonstrate initiative;
 - Friendly and approachable.

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.