Health New Zealand
Te Whatu Ora

# 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.*

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| **Title** | Health Care Assistant (HCA) |
| **Reports to** | Charge Nurse Manager |
| **Location** | Capital, Coast & Hutt Valley(CCHV) District |
| **Department** | Ward 5 South General Medicine |
| **Date** | September 2026 |
| **Salary band (indicative)**[i] | HNZ NZNO Collective Agreement/ PSA Collective Agreement |
| **Children's Worker role**[ii] | [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 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.

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).

The HCA working hours will be rostered and rotating / Monday to Sunday and may work across the district as required due to patient safety and workforce necessities

| Key Result Area | Expected Outcomes / Performance Indicators |
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| **General accountabilities and principles of practice** | • Works under direction and delegation of a Registered Nurse, Enrolled Nurse or Midwife;<br>• Accepts responsibility for actions and decisions within level of skills and knowledge;<br>• 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;<br>• Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct;<br>• Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights);<br>• Applies the Districts policies and processes and contributes to a culture of safe practice;<br>• Responds to the changing needs of the District, performing other tasks as required;<br>• Conducts self in a responsible and professional manner ;<br>• Demonstrates reliability and punctuality in attendance to work. |
| **Mātauranga Māori and Te Tiriti O Waitangi** | • Demonstrates knowledge and understanding of Te Tiriti O Waitangi;<br>• Applies and promotes principles of Te Tiriti O Waitangi within practice;<br>• Demonstrates respect for Tikanga Maori values;<br>• Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work;<br>• Aware of available services and resources to make sure culturally appropriate and language appropriate services are provided for patients and whanau; |

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| | • Attends approved organisational Tikanga Māori workshops. |
| **Cultural safety and Equity focus** | • Champions equality and diversity in the workplace;<br>• 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;<br>• Communication skills show respect for peoples individual and different cultural and communication needs;<br>• Demonstrates respect and kindness to patients and their whanau;<br>• 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 patients are greeted and are always treated with courtesy while receiving care;<br>• Gives priority to the needs of patients, maintaining their dignity and privacy;<br>• Supports nurses and midwives by assisting them to undertake activities and procedures as requested;<br>• 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;<br>• Undertakes patient supervision and related care activities (observation and engagement) under direction of RN/RM;<br>• Answer patients' and/or family/whanau queries and responds to simple requests or locates appropriate team member to pass a message as required;<br>• Follows instructions and passes on relevant information to RN/RM;<br>• Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes;<br>• Shows adaptability to changing circumstances within workplace;<br>• Follows transmission based precautions at all times. |
| **Administration support (as required)** | • Performs reception and greeting functions in a professional manner;<br>• Answers telephone with customer focus, ensuring phone messages are accurate and passed on appropriately and in a timely manner;<br>• Collates patient forms, labels and/or files, in anticipation of patient admissions/discharge as required. |

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| **Environmental support** | • Works with team to maintain a safe, clean and functional environment for patients and staff by regularly cleaning and tiding all areas. For example:<br>• Cleaning sluice room and treatment areas;<br>• Bed making, assembling patient bed spaces for admission and discharge;<br>• Assembling and dismantling of procedure trolleys;<br>• Restocking and putting away unused consumables/equipment;<br>• Cleaning and maintenance of equipment;<br>• Disposing waste;<br>• Linen management;<br>• Maintaining and cleaning tearoom and fridge;<br>• Unpacking and putting away bulk stores as they arrive.<br>• Checking supplies, reordering and restocking as required:<br>• 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);<br>• Using District supplies in an economic and efficient way;<br>• Monitoring stock levels and advising the Charge / Clinical Nurse/Midwife Manager (CN/MM) when numbers vary; significantly from the par level. |
| **Establishes and maintains effective interpersonal relationships with patients** | • Undertakes effective communication at all times and seeks or clarification if unsure;<br>• Has ability and willingness to act as a 'buddy' / support / resource person for the orientation of new and existing staff;<br>• Demonstrates an understanding of the different roles of the members of the health care team;<br>• 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;<br>• Attend and contributes to team meetings, clinical debriefing, in-service education and quality improvement;<br>• Demonstrates adherence to appropriate personal boundaries;<br>• Uses appropriate language to context;<br>• 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;<br>• Completes and maintains organisational mandatory learning and competency requirements within specified time frames;<br>• Seeks instruction when presented with unfamiliar situations; |

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| | • Identifies learning needs and seeks learning opportunities proactively;<br>• Contributes to annual appraisal and identifies learning needs. |

| Key Result Area | Expected Outcomes / Performance Indicators |
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| **Access and Outcomes** | • Supports efforts to improve access to services and achieve better outcomes for the communities we serve.<br>• Uses evidence and insights to identify barriers and opportunities for improvement.<br>• 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.<br>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.<br>• 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.<br>• 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.<br>• 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.<br>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.<br>• 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 |
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| • Aged Care | • Ward or area Senior Nurses or Senior Midwives<br>• Nursing / midwifery team |

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| | • Other members of the MDT<br>• Patients & Whānau<br>• Medical teams<br>• District Chief Nurse<br>• Nurse Directors<br>• Security Orderlies<br>• Workforce and Practice Development Unit<br>• Clinical Nurse Specialists<br>• Patient Care Coordination<br>• Māori and Pacific Health Units<br>• Occupational Health and Safety<br>• Quality & Risk Unit |

## 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
- First year nursing and 4th medical education
- Good oral and written English and interpersonal communication skills
- Basic keyboard skills ideal but not essential
- Effective time management skills

**Desired:**

Demonstrate

- 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
- 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.

**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.

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[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.