

	POSITION TITLE	Rehabilitation Assistant, Hoki ki te Kāinga Service		
	DIRECTORATE	Whānau & Communities Group	DEPARTMENT	Hoki ki te Kāinga
	REPORTING TO (operationally)	Hoki ki te Kāinga Team Leader	REPORTING TO (professionally)	Occupational Therapy , Physiotherapy and Nursing Professional Leads
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Hoki ki te Kāinga service in the Hawke’s Bay District Health Board (HBDHB). Services may be required in both Central Hawke’s Bay and Wairoa regions intermittently.			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Hoki ki te Kāinga Service. To assist in the effective and efficient day-to-day operations of the Hoki ki te Kāinga Service. Engaging with patients/clients/whaiora to increase independence in activities of daily living (ADLs). This include using a restorative model in activities such as walking, dressing, showering and meal preparation, among many others. Delivery of rehabilitation programmes under the direction and delegation of registered health practitioners. Equipment provision in collaboration with the registered health practitioners. Delivery of organisational KPI’s including relevant MOH target, financial budgets and service plans. To recognise, support and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours. 			
KEY DELIVERABLES	<p>Clinical Practice- Te Mahi Haumanu</p> <ul style="list-style-type: none"> Takes professional and organisational responsibility for managing a caseload of clients/ patients/ tangata whiaora, and demonstrates understanding of when to seek support from a registered health practitioner. Delivers individualised interventions as per registered health practitioner’s (therapist/ nurse) treatment plan and clinical advice. This is in partnership with the clients/ patients/ whaiora and their whānau , the wider inter professional team (IPP) or multidisciplinary team (MDT). Demonstrates effective communication and utilises relationship centred practice to establish a therapeutic relationship and work towards agreed goals with the patients/ clients/ whaiora, their whānau, including the wider health team and external agencies. This may include relaying complex, sensitive and contentious information. Bears in mind the patient’s understanding of assessment, interventions and goals and gain informed consent for intervention, taking into account those who lack capacity (e.g. those with cognitive difficulties). Regularly considers and reports on the clients/ whaiora progress (as appropriate) against identified goals and liaises with the registered health practitioner as situations change. Have a strong understanding of task delegation, and shows ability to liaise with a registered health practitioner if they feel a task is inappropriate to be delegated. This includes if a task feels outside of their capability, they have inadequate training to perform an activity, they are uncertain of the requirements, or they feel their own or the patient’s safety is at risk. Demonstrate ability to identify safety issues and immediately liaise with a registered health practitioner. Recognise “<i>When To Stop</i>” e.g. Change in health status, shortness of breath, vomiting, pain, confusion, equipment malfunction etc. Provides advice, teaching and coaching to patients/ clients/ whaiora, their whānau and other professionals to promote consistency of support being offered. Demonstrates an awareness of health inequities, with evidence of implementing actions within own clinical practice towards reducing these for the patient/ clients/ whaiora, and their whānau. Demonstrates provision of culturally safe practice and a confident approach to partnership, protection and participation with patients/ clients/ whaiora and their whānau. Completes documentation consistent with legal, professional and organisational requirements, including documenting clinical contact statistics through ECA or equivalent. Responsible for allocation of short term loan equipment and longer term equipment funded by Enable New Zealand, in collaboration with the registered health practitioners. Achieves and maintains Enable accreditation as required. Identifies unmet needs of patients/ clients/ whaiora and their whānau and identifies potential solutions to address these needs in collaboration with the registered health practitioners. Demonstrates an understanding of the roles and contributions of the interprofessional team (IPP) and multidisciplinary team (MDT). Works in other areas as identified or following a reasonable request in order to support the 			

	organisation in managing safe patients/ clients/ whaiora care and maintaining service delivery.	
KEY DELIVERABLES	Teaching & Learning - Ako Atu, Ako Mai	
	<ul style="list-style-type: none"> • Proactive about improving own clinical skill set through identification of learning needs. • Maintains record of competency training. • Involved in the induction and training of newly appointed staff as required. • Completes mandatory training as applicable for the role. • Training to become Ministry of Health (MOH) Accredited in basic equipment provision. • Complete level 4 Career Force qualification in rehabilitation within 2 years of starting role, if not already held. • Participates positively in an annual performance review and associated clinical assurance activities. • Participates in regular professional supervision in line with the organisations requirements. • Provides mentoring and support where required. • Role models Hawke’s Bay Sector values and behaviours. 	
KEY DELIVERABLES	Service Improvement & Research - Te Whakapai Ratonga me te Rangahau	
	<ul style="list-style-type: none"> • Participates in data collection for service improvement activities as requested by Hoki ki te Kāinga Team Leader. • Participates in quality improvement activities to develop and improve service delivery. • Establishes working partnerships with external organisations to promote integrated working. • Contributes to annual planning process, including identifying gaps in service and participating in work activities that may result from the planning process. • Practises in a way that utilises resources (including staffing) in the most cost effective manner. • Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children’s Act 2014, Privacy Act, ACC service specifications etc.). 	
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk. • Not to do anything that puts others H&S at risk. • To follow all health and safety policies and procedures. • To follow all reasonable health and safety instructions. <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> • Hoki ki te Kāinga Team Leader. • Hoki ki te Kāinga Team. • Allied Health Professionals, Registered Nurses • Professional Leads & Director of Allied Health Therapies. • Equipment Store • Te Wāhanga Hauora Māori HBDHB. • NASC HB. • Geriatricians. • Clinical Nurse Specialists. • Other teams relevant to supporting the Whaiora and whānau journey. 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Client/ patient/ whaiora and their whānau. • Community Services and Agencies- Health Care NZ, Access. • ACC. • Enable New Zealand and Ministry of Health. • All other Health Providers, including NGOs, PHO, GPs, Practice Nurses.

DELEGATION AND DECISION	<ul style="list-style-type: none"> • Have a strong understanding of delegation principles, including recognising when situations require elevation to staff. • Identify patients who are not progressing as expected on the programme and seek further assistance/ guidance/ programme review.
HOURS OF WORK	AM shifts: 0700-1530; PM shifts 1200-2030; Mon-Sun on a rostered and rotating basis, including public holidays (no set days/ shifts, roster received one month in advance)
EMPLOYMENT AGREEMENT & SALARY	In accordance with the Allied, Public Health & Technical Employer Collective Agreement (MECA) Assistant Subscale steps 2-7 according to qualifications and experience and pro-rata for hours worked.
DATE	June 2022
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Work under delegation of registered therapists/ nursing staff. • Ensure smooth and effective pathway for whaiora/ whānau/ kaumātua/ kuia referred to the service to ensure barriers to services are reduced. • Competent engaging and addressing cultural needs of the consumer and whānau. • A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi. • Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways. • Able to solve routine problems and initiate seeking assistance from a registered health practitioner to solve complex issues as they arise. • Working in a busy environment requiring robust organisation skills, time management and efficient communication skills. • Prioritising caseload for best outcomes. • Being adaptable and open to new ways of working. • Accepting responsibility for own actions. • Ability to be reflective and learn from mistakes. • Work directly with consumers and whānau. • Have self-awareness and ability to identify professional development needs. • Demonstrate ability to work effectively within an interdisciplinary model of care. • Demonstrates ability to work smarter by being innovative, proactive and be creative. • Ability to manage ambiguity, navigate complex processes and work for best patient outcomes.

Our shared values and behaviours



1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

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| Welcoming | <ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles | <ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes |
| Respectful | <ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity | <ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs |
| Kind | <ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana | <ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety |
| Helpful | <ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others | <ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive |

1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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| Positive | <ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions | <ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things |
| Learning | <ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' | <ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK |
| Innovating | <ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change | <ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done |
| Appreciative | <ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions | <ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate |

1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

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| Listens | <ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify | <ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views |
| Communicates | <ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent | <ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark |
| Involves | <ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part | <ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated |
| Connects | <ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork | <ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism |

1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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| Professional | <ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable | <ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much |
| Safe | <ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well | <ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community |
| Efficient | <ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt | <ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late |
| Speaks up | <ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern | <ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour |

ESSENTIAL CRITERIA

Qualifications

- Willing to work towards Level 4 Health and Disability Qualification within two years of starting in the role.

Business / Technical Skills

- Basic proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current NZ driver's license.

Key Attributes

- Effective communication skills.
- Ability to build rapport and constructive and effective relationships.
- Positive attitude with problem solving focus.
- Ability to contribute positively to the interprofessional/multidisciplinary team.
- Self-motivated in developing skill set.
- Focus on delivering high quality intervention for the client/patient and whānau.
- Ability to accept and respond to direction and carry out tasks appropriately.
- Ability to organise self and work autonomously.
- Sound observational and judgement skills.
- Confident to work alone in patients' homes.

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively and respectfully with Māori consumers (patients/ whaiora/ whānau) and staff.
- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role: -

The HBDHB is a fair and equitable employer. As per the DHB's commitment to the National Disability Strategy it will ensure the ongoing support, guidance and tools are provided to support people with disabilities within the workplace.

Due to the physical nature of this role the following physical requirements are essential:

Agility	Able to kneel Able to get 1 knee up on bed Able to squat Able to raise arms above head Able to reach arms out in front
Fitness	Able to walk up 2 flights of stairs without stopping
Strength	Able to do at least 3 half press ups (i.e. on knees)

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination & COVID vaccination

DESIRABLE CRITERIA

- Experience working within the Health and Disability sector.
- Experience working as part of a team.
- Experience working in people's homes.
- Working knowledge of equipment used by Occupational Therapists and Physiotherapists e.g. wheelchairs, walking frames, toileting and showering equipment.
- MOH Service Accreditation for basic ENABLE equipment.