

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Health Care Assistant
Reports to	Operationally: Clinical Nurse Manager Professionally: Clinical Nurse Manager
Location	Hawke's Bay Fallen Soldier's Hospital
Department	Hyperacute Stroke & Neurology
Date	April 2025
Job band (indicative)	Health NZ / NZNO Collective Agreement Health Care Assistants step 1 – step 5 gross per annum according to qualifications and experience pro rata for hours worked

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- To provide clinical, technical and clerical support to the nursing team and other professional staff working within the multidisciplinary team.
- To ensure and prioritise a focus on patient safety and quality relating to care and processes.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Support	<ul style="list-style-type: none"> • By assisting in the provision of patient care and related activities as delegated by the Registered Nurse (RN) or Enrolled Nurse (EN) in accordance with (once appropriately trained), in the Health New Zealand Hawke's Bay agreed task list; • By treating patients with respect and dignity and with confidentiality; • Ensuring patient comfort; • Ensuring all organisational mandatory compliance training requirements have been achieved; • To complete specific advanced skills once training has been completed (and approved by CNM or delegate). • Actively supports Variance Response Management (VRM) across the organisation. • Models good team player behaviour, working with colleagues and the wider team in a respectful and collegial manner.

Administration & Clerical Support	<ul style="list-style-type: none"> • Photocopying / scanning of documents or other health record management requirements as delegated; • Ensuring privacy of patient's records; • Delivery of documentation to other areas; • Other specific administration / clerical tasks as delegated; • Managing supplies as delegated.
Technical Support	<ul style="list-style-type: none"> • Ensures equipment cleaned and stored as appropriate; • Reports faulty equipment in a timely and appropriate manner to CNM or delegate.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Relationships

External	Internal
<ul style="list-style-type: none"> • [insert external relationships] • Other service providers • New Zealand Nurses Organisation • Health New Zealand Te Whatu Ora • Health Quality and Safety Commission 	<ul style="list-style-type: none"> • Patients/Consumer/Tangata Whaiora • Clinical Nurse Manager / Associate Nurse Manager • Wider department nursing team • Wider organisational nursing teams • Allied Health Staff • Medical Staff • Other team members • Administration staff

About you – to succeed in this role

You will have

Essential:

- New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance **OR**
- Currently enrolled and actively engaged on this qualification pathway **OR**
- Is committed to commence this qualification within six months of employment

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within services.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and practice in a manner to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

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.