

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

Title	Rehabilitation Assistant
Reports to	Hoki ki te Kāinga Team Leaders
Location	Hawke's Bay
Department	Hoki ki te Kāinga Service
Date	May 2025
Job band (indicative)	In accordance with Public, Allied and Technical Health Employee's Multi Employer Collective Agreement (MECA) according to qualifications and experience pro-rated 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 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 Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Takes professional and organisational responsibility for managing a caseload of clients/ patients/ tangata whaiora, 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 "*When To Stop*" 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.

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.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Relationships

External	Internal
<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. 	<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.

About you – to succeed in this role

You will have

Essential:

- Willing to work towards Level 4 Health and Disability Qualification within two years of starting in the role.
- Experience in implementing Te Tiriti o Waitangi in action.
- Basic proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current NZ driver's license.
- 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.

Desired:

- 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.

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 the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice 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.