

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

<b>Title</b>	Mental Health Assistant Nga Rau Rākau (Inpatient Unit)
<b>Reports to</b>	Clinical Nurse Manager
<b>Location</b>	Hawke's Bay Fallen Soldiers Hospital, Hastings
<b>Department</b>	Nga Rau Rākau - Mental Health Inpatient Unit
<b>Date</b>	July 2025
<b>Job band (indicative)</b>	In accordance with the DHB's / NZNO Nursing & Midwifery Multi Employer Collective Agreement Mental Health Assistants scale, Step 1 - 5 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 assist and support Registered Nurses (RNs) and other registered health professionals in the delivery of quality care, ensuring that services are provided efficiently, safely and effectively.

Key Result Area	Expected Outcomes / Performance Indicators
	<p><b>Assist to support basic nursing cares and assessments</b></p> <p>Attend to tangata whaiora direct care, needs, under the delegation and direction of a Registered Nurse (RN):</p> <ul style="list-style-type: none"> <li>• Liaises with registered nursing staff regularly during the duty to review activities</li> <li>• Deliver care according to delegation and direction of RN (or other registered health professionals) and in accordance with nursing and Ngā Paerewa standards and procedures</li> <li>• To complete specific technical tasks once training has been completed (and approved by CNM or delegate) as described in the department task list</li> <li>• Participate as part of the Response Team e.g., trained in Safe Practice, Effective Communication (SPEC)</li> <li>• Reports back to a RN any concerns regarding whaiora care and safety</li> <li>• Records information as authorised in a legible and accurate manner</li> <li>• Seeks guidance and clarification from team members when uncertain about own role and responsibilities</li> <li>• Aware of all legal responsibilities and legislation relating to mental health assistant position</li> <li>• Applied the principles of cultural awareness to all interaction with whaiora and family/whānau</li> <li>• Assists with recreational, social and vocational activities in accordance with care plans</li> </ul>

- Unit procedures are followed

***Assist to maintain environmental safety***

Undertakes general ward housekeeping and activities appropriate to ward needs, as determined by the Clinical Nurse Manager (CNM), Associate Clinical Nurse Manager (ACNM) or Clinical Nurse Coordinator (CNC):

- Environment is kept calm and safe. Any identified hazards to whaiora, visitors or staff are reported promptly to the RN / CNM
- Carries out engagement and observations of whaiora as per the Engagement & Observation procedure
- Equipment and supplies are available to RNs to complete their work
- Whaiora rooms and work areas are kept clean and tidy at all times
- Assist in attending to such domestic tasks as bed making, laundry and serving of whaiora meals and any other reasonable requests
- Minimise infection risk by correctly adhering to infection prevention and control principles
- Responds immediately to unexpected whaiora event e.g., falls and seek immediate assistance
- Informs the appropriate team member of faulty equipment or shortages of supplies
- Assistance with good public service, including answering calls and contacting the person required
- Assisting in inpatient unit environmental checks, and security checks

***Effective communication and support to whānau/caregivers and visitors***

Displays a whaiora and whānau focused service:

- Whaiora are treated with respect, dignity and their individuality maintained
- Greets whaiora and their family/whānau in a courteous manner showing respect at all times
- Receives and directs visitors as necessary
- Takes messages and acts on requests, maintaining confidentiality at all times
- Responsive to the needs of the whaiora and family/whānau as able

***Encourage self-empowerment and autonomy***

To encourage and assist whaiora to reach their optimum level of independence, self-determination, stimulation and acceptance:

- Encourage whaiora to participate in their own care and daily activities
- Understand plan of care and associated limitations
- Attend, participate and support whaiora attending groups

***Documentation***

Maintains accurate and timely documents and records:

- Understands the importance of documentation and contributes to recording of events of shift
- Record intake/output on fluid balance charts / weight charts
- Complete security observations/environmental checks as required and report any concerns to the CNM, ACMN, CNC, or Shift Coordinator

<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

### **Matters which must be referred to the Clinical Nurse Manager**

Health New Zealand | Te Whatu Ora is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:

- 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

(You have the right to cease work if you believe that you, or others, are at risk of serious harm).

### **Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Family/Whānau/Aiga</li> <li>• New Zealand Nurses Organisation</li> <li>• Health New Zealand Te Whatu Ora</li> <li>• Health Quality and Safety Commission</li> <li>• Police</li> <li>• Local hapū and iwi</li> <li>• Primary care providers</li> <li>• NGO service providers</li> <li>• Consumer organisations</li> <li>• Community organisations</li> <li>• Government agencies</li> <li>• Advocacy services</li> <li>• General practitioners</li> </ul>	<ul style="list-style-type: none"> <li>• Patients/Consumer/Tangata Whaiora</li> <li>• Clinical Nurse Manager / Associate Clinical</li> <li>• Nurse Manager / Clinical Nurse Coordinator</li> <li>• Multidisciplinary team (Registered Nurses, Healthcare Assistants, Psychologists, Occupational Therapists, Social Workers, Psychiatrists, etc)</li> <li>• Group Leadership Team (General Manager, Deputy General Manager, Medical Director, Director of Allied Health, Director of Nursing, Pou Whirinaki Hinengaro, Consumer Advisor)</li> <li>• Kaitakawaenga and Māori Health Services</li> <li>• Wider organisational nursing teams</li> <li>• Administration staff</li> </ul>

### **About you – to succeed in this role**

#### **You will have**

#### **Essential:**

- New Zealand Certificate in Health and Wellbeing (Level 4) Health Assistance **OR**
- Actively on this qualification pathway **OR** commitment to
- commence this qualification within six months of employment

#### **Experience:**

- Understanding of the needs of other cultures, including lifestyle, spiritual beliefs and choices of others
- Ability to accept and respond to direction
- Sensitive to the needs of patients, staff and the public
- Ability to make an effective unit/team contribution to ensure excellent teamwork is supported

- Proven ability to communicate effectively; verbal and written
- Proven customer service skills
- Proven ability to adapt within a changing environment
- Ability to maintain confidentiality
- Computer and telephone skills

**Key Attributes:**

- Strong team player, supportive of colleagues and open to new ideas
- Self-motivated and willing to learn on the job
- Physically able to carry out key tasks
- Basic problem-solving skills
- Knowledge of ECA (patient and management system)

**Effectively Engaging with Māori:**

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

**Physical requirements for role:**

- 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
- Able to walk up 2 flights of stairs without stopping
- 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

*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.*