

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

Title	Health Care Assistant (HCA)			
Reports to	Clinical Nurse Manager			
Location	Hawkes Bay Hospital			
Department	Pre and Postoperative unit			
Direct Reports	0		Total FTE	0.8 and 0.7
Budget Size	Opex	0	Capex	0
Delegated Authority	HR	0	Finance	0
Date	September 2025			
Job band (indicative)	Step 1 – Step 5, 8.0.3 Health Care Assistant table, Nursing and Midwifery Collective Agreement.			

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)
	<ul style="list-style-type: none">• By treating patients with respect and dignity and with confidentiality.
	<ul style="list-style-type: none">• By completing tasks (once appropriately trained) as approved in Te Matau a Maui, Hawkes task list.

	<ul style="list-style-type: none"> Ensuring patient comfort Ensuring all organisational mandatory compliance training requirements have been achieved To complete specific technical tasks once training has been completed (and approved by CNM or delegate) as described in the department task list <p>Administration and Clerical Support</p> <ul style="list-style-type: none"> Photocopying/faxing/scanning of documents or other health record management requirements as delegated Ensuring privacy of patients' records Delivery of documentation to other areas Other specific administration / clerical tasks as delegated Managing stationery supplies <p>Technical Support</p> <ul style="list-style-type: none"> Ensures equipment cleaned and stored as appropriate. Reports faulty equipment in an appropriate manner.
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.

Collaboration and Relationship Management	<ul style="list-style-type: none"> Develops and maintains appropriate external networks to support current knowledge of leading practices. 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.

Matters which must be referred to the Clinical Nurse Manager

Relationships

External	Internal
<ul style="list-style-type: none"> Other service providers Primary and NGO sector Regional/other services 	<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 are a proactive and reliable team member who thrives in a fast-paced, multidisciplinary environment. Your ability to provide seamless clinical, technical, and clerical support ensures that the nursing team and other healthcare professionals can deliver high-quality patient care. You bring a strong commitment to patient safety and are vigilant in maintaining standards that support safe and effective care delivery.

To succeed in this role, you will:

- Demonstrate excellent organisational and time management skills to support clinical workflows and administrative processes.
- Communicate clearly and professionally with patients, whānau, and colleagues, fostering a collaborative and respectful team culture.
- Be detail-oriented and responsive, ensuring that documentation, equipment, and resources are managed efficiently and accurately.
- Prioritise patient safety and quality at all times, actively contributing to continuous improvement initiatives and adhering to best practice protocols.
- Show initiative and adaptability, responding calmly and effectively to changing priorities and clinical needs.

You will have: Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance OR
- Actively on this qualification pathway OR commitment to commence this qualification within six months of employment

Desired:

- 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

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.