

 <b>HAWKE'S BAY</b> District Health Board Whakawāteatia	<b>POSITION TITLE</b>	<b>Therapies Assistant</b>		
	<b>DIRECTORATE</b>	Whānau and Communities	<b>DEPARTMENT</b>	engAGE Community Allied Health Team
	<b>REPORTING TO (operationally)</b>	Team Leader engAGE Community Allied Health Team	<b>REPORTING TO (professionally)</b>	N/A
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the engAGE Community Allied Health Team			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>Provide assistant support and work with registered practitioners within oversight, delegation and direction guidelines.</li> <li>To assist in the effective and efficient day-to-day operations of the Neuro Out-patient Department as part of engAGE Community Allied Health Team.</li> <li>Scope includes high quality service delivery, engaging with people to enable activities, repetition of treatments and equipment provision under direction and delegation of the registered therapists.</li> <li>To recognise and support the delivery of the Hawkes Bay Health sector vision.</li> </ul>			
<b>KEY DELIVERABLES</b>	<b>Clinical Practice- Te Mahi Haumanu</b>			
	<ul style="list-style-type: none"> <li>Takes professional and organisational responsibility for managing a caseload of clients/patients/tangata whaiora demonstrating understanding of when to seek support from a registered therapist.</li> <li>Delivers individualised intervention as per referring therapists' treatment plan and clinical advice. This is in partnership with the clients/patients/tangata whaiora and their whānau.</li> <li>Demonstrates an understanding of the roles and contributions of the members of the inter professional team.</li> <li>Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe clients/patients/tangata whaiora interventions and maintaining service delivery.</li> <li>Carries out clinical risk assessments with clients/patients/tangata whaiora and takes action to effectively manage and mitigate identified risks seeking support where appropriate.</li> <li>Completes health record documentation consistent with legal, professional and organisational requirements within the working day.</li> <li>Demonstrates ability to organise workload and accept responsibilities.</li> <li>Utilises relationship centred practice that demonstrates effective communication to establish a therapeutic relationship with the clients/patients/tangata whaiora and their whānau, and also with the wider health team and external agencies.</li> <li>Demonstrates provision of culturally safe and bicultural practice that address inequalities with clients/patients/tangata whaiora and their whānau.</li> </ul>			
<b>KEY DELIVERABLES</b>	<b>Teaching &amp; Learning - Ako Atu, Ako Mai</b>			
	<ul style="list-style-type: none"> <li>Maintains competency through identification of learning needs and Continuing Professional Development (CPD) activities.</li> <li>Supports the induction of newly appointed staff, role models Hawke's Bay Health values and behaviours.</li> <li>Completes mandatory training as applicable for the role.</li> <li>Participates positively to annual performance review and associated clinical assurance activities.</li> <li>Participates positively to professional supervision to meet the organisational professional and regulatory requirements.</li> <li>Training to become Ministry of Health (MOH) Accredited in basic equipment provision</li> </ul>			
<b>KEY DELIVERABLES</b>	<b>Service Improvement &amp; Research - Te Whakapai Ratonga me te Rangahau</b>			
	<ul style="list-style-type: none"> <li>Undertakes as directed, the collection of data for use in service reporting, audit and research projects.</li> <li>Participates in quality improvement activities.</li> <li>Practises in a way that utilises resources (including staffing and own time) in the most cost effective manner.</li> <li>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.).</li> </ul>			
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. <b>In this role, your duties are:</b> <ul style="list-style-type: none"> <li>Not to do anything that puts your own H&amp;S at risk</li> <li>Not to do anything that puts others H&amp;S at risk</li> <li>To follow all health and safety policies and procedures</li> <li>To follow all reasonable health and safety instructions</li> </ul> (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			

<b>KEY WORKING RELATIONSHIPS</b>	<b>INTERNAL</b> <ul style="list-style-type: none"> <li>engAGE Community Allied Health Manager and Team Leaders</li> <li>engAGE Community Allied Health Clinical Coordinator</li> <li>Allied Health Professionals, Community Health Assistants and Administrators within the team</li> <li>Te Wāhanga Hauora Māori HBDHB</li> <li>Other teams relevant to supporting the Tangata Whaiora and whānau journey</li> <li>NASC Hawkes Bay</li> <li>Geriatricians and Gerontology CNS</li> </ul>	<b>EXTERNAL</b> <ul style="list-style-type: none"> <li>Whānau &amp; tangata whaiora</li> <li>Community Services and Agencies</li> <li>All other Health Providers, including PHO , GPs; Aged Residential Care Facilities; Home Based Support Services; Cranford Hospice</li> <li>Support groups/non-governmental organisations e.g. Cancer Society, Parkinson's Society, Amputee Society, Stroke Foundation, Sport Hawkes Bay, Age Concern etc</li> <li>Product Companies</li> <li>Courier Companies</li> </ul>
<b>DELEGATION AND DECISION</b>	<ul style="list-style-type: none"> <li>Ability to refer on to other staff if activities are beyond scope or outside of position profile</li> <li>A clear focus on consumer safety.</li> <li>Identifying and reporting back unexpected variation to Therapists.</li> </ul>	
<b>HOURS OF WORK</b>	Full or part time opportunities available	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with Public, Allied and Technical Health Employee's Multi Employer Collective Agreement (MECA) Assistant scale steps 3-5 according to qualifications and experience pro-rated for hours worked.	
<b>DATE</b>	June 2022	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>Competent engaging and addressing cultural needs of the consumer and whānau.</li> <li>Work under delegation of registered therapists.</li> <li>Working in a busy environment requiring robust organisation skills, time management and efficient communication skills.</li> <li>Prioritising caseload for best outcomes.</li> <li>Being adaptable and open to new ways of working.</li> <li>Accepting responsibility for own actions.</li> <li>Ability to be a reflective and learn from mistakes.</li> <li>Work directly with consumers and whānau.</li> <li>Have self-awareness and ability to identify professional development needs.</li> <li>Be able to work within a multidisciplinary /interdisciplinary model of care.</li> <li>Demonstrates ability to work smarter by being innovative, proactive and be creative.</li> <li>Demonstrates ability to work effectively as part of an interdisciplinary team</li> <li>Ability to manage ambiguity, navigate complex processes and work for best patient outcomes</li> </ul>	

# Our shared values and behaviours



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

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

## 1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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

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

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

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

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

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## ESSENTIAL CRITERIA

### Experience

- Ability to take direction as well organise self and work autonomously.
- Experience working as part of a team
- Experience working with customer / client focused roles
- High level of computer literacy.

### Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full 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 skills and knowledge.
- Focus on delivering high quality intervention for the client/patient and whānau.

### Effectively Engaging with Māori

- Demonstrates the ability to engage effectively and respectfully with Māori consumers (patients/families/whanau) 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: -

As per clinical roles in the Hawkes bay DHB Physical Requirements and Vaccination Status Guidelines May 2019.

The person in this role will need to be able to work at ground level on bended knees and have enough strength to take some body weight, push hoists and push clients in wheelchairs.

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 covid19 vaccination annual influenza vaccination

## DESIRABLE CRITERIA

- Level 4 Health and Disability Qualification
- Working knowledge of equipment used by Occupational Therapists and Physiotherapists e.g. wheelchairs, walking frames, toileting and showering equipment.
- Healthcare experience.
- MOH Service Accreditation for basic ENABLE equipment