

Allied Health Assistant Position Description

Employment Agreement:	Allied, Public Health and Technical MECA
Position Title:	Allied Health Assistant - Kaiāwhina
Service & Directorate:	HOME Team – Community Services
Location:	Dunedin
Reports to:	Unit Manager - Community
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	September 2018

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p>Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.</p>	<p>Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p>Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p>As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
You will assist Allied Health professionals and other staff in the provision of care for inpatient, outpatient and community based patients/clients of Southern District Health Board. You will provide support to Allied Health professionals to implement person centred plans of clinical care using multi or interdisciplinary models of care in a range of settings.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what would help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of people; can assess each person's 'hot button' and use it to get the best out of him/her; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel that their work is important; is someone people like working with.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
• Client/patients/ Family/ Whānau/	• Consumers
• Caregivers	• ENABLE funding
• Unit/Service Manager	• ACC
• Clinical team	• Other community services (as appropriate)
• Allied Health Professional Leaders	
• Allied Health Equipment store	

PERSON SPECIFICATION (Allied Health Assistant)

The Home Team will offer a 7 day a week service from 8 am to 8 pm. The focus of the service is hospital avoidance and supported discharge working across a range of settings including the community, Emergency Department, Internal Medicine Assessment Unit and the in-patient wards. The Home Team will be a comprehensive integrated service that is responsive to patient and service needs, focused on delivering one car up the drive way, one assessment and one plan of care. This position involves working with a range of age groups with a variety of conditions, including outpatients, inpatients and community locations.

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> High level of interpersonal and communication skills Year 11-NCEA Level 1 English (or equivalent) Year 11-NCEA Level 1 Maths (or equivalent) NZQA Level 3 qualification (or equivalent)* <p>Allied Health Assistants (with exception of dental assistants):</p> <ul style="list-style-type: none"> NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Health Assistance Strand <p>Dental assistants:</p> <ul style="list-style-type: none"> NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Dental Assistance <p><i>*If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.</i></p>	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> Ability to learn new skills and competencies Experience working in health/disability settings or with the general public Have an appropriate level of fitness and an ability to undertake physically demanding tasks safely. 	<ul style="list-style-type: none"> Passion and understanding of Older Persons Health and care of the frail elderly
Knowledge and Skills	<ul style="list-style-type: none"> High level of interpersonal and communication skills 	<ul style="list-style-type: none">
Personal Qualities	<ul style="list-style-type: none"> Ability to work in a supportive and honest manner Ability to work under direction of Allied Health Professional(s) Ability to accept responsibility for own actions Ability to participate in the rotating roster and weekend service 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Delegated Clinical Responsibilities	
<ul style="list-style-type: none"> • Under direction of relevant Allied Health professional(s), implements person centred goals/ programmes that takes into consideration client/patient preferences • Accepts responsibility for own actions and decisions within area of work • Relays information and educates appropriately to the needs of the client/patient • In partnership with the patient/client, monitor their progress toward expected outcomes • Participates in on-going health education of patients/clients in a way that they can understand • Facilitates client/patient responsibility to maintain and promote health 	<ul style="list-style-type: none"> • You show evidence of assisting others to achieve their goals (partnership) • You demonstrate respect, empathy/understanding and interest in client/patients. • You provide practical support for other team members to facilitate patient/client goals
Communication	
<ul style="list-style-type: none"> • Regularly reports information about the patient/client's intervention to relevant Allied Health professional • Relays information to patients/clients in a way that protects their rights and to allow informed decisions. • Uses a variety of communication strategies when required • Establishes rapport and trust with client/patient/family/whānau 	<ul style="list-style-type: none"> • You update Allied Health professional/multidisciplinary team (MDT) on progress and effectiveness of interventions • You have an ability to use alternative modes of communication
Teamwork	
<ul style="list-style-type: none"> • Participate in and contribute to the functioning of the team • Establish and maintain an effective working relationship with other staff 	<ul style="list-style-type: none"> • You participate as a team member to ensure the best outcomes for patients/ people
Clinical Competencies – Safe and Culturally Sensitive	
<ul style="list-style-type: none"> • With support of other staff, identifies own level of competence, seeks assistance, advice and knowledge as necessary • Takes responsibility for developing and maintaining identified competencies with support of appropriate Allied Health professional(s) • Undertakes learning activities relevant to own role, shares knowledge gained with others • Accesses supervision, debriefing and direction as necessary • Practices in a culturally safe manner 	<ul style="list-style-type: none"> • You meet the mandatory training requirements of the work place and of the relevant Allied Health profession(s). • You update your knowledge related to practice guidelines • You keep and maintain a learning portfolio • You maintain an up to date professional development plan • You assist patients/clients to gain appropriate support and representation which reflects their cultural needs and preferences
Legislative Requirements	
<p>Demonstrates knowledge of policies and procedural guidelines that have implications for day to day work as directed by Allied Health professional(s), practises in accordance with relevant legislation/codes/policies and upholds patients/clients' rights</p>	<ul style="list-style-type: none"> • You adhere to Southern District Health Board and legislative standards of practice • You maintain confidentiality of patient information

Documentation	
Adheres to the Southern DHB Health Record Documentation Standards (District) (MIDAS 18773). NB: clinical notes will be monitored/supported by appropriate Allied Health professional	<ul style="list-style-type: none"> Your documentation is timely, clear, concise and accurate You demonstrate literacy and computer skills essential for own practice and to support other team members
Other Duties	
<ul style="list-style-type: none"> Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. Act as a role model for the Southern DHB Organisational Values. 	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Professional Development – self	
<ul style="list-style-type: none"> Identifying areas for personal and professional development. 	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<ul style="list-style-type: none"> Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems. 	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date