

Allied Health Assistant Position Description	
Employment Agreement:	Allied, Public Health and Technical MECA
Position Title:	Allied Health Assistant
Service & Directorate:	Mental Health, Addictions & Intellectual Disability Directorate
Location:	Dunedin
Reports to:	Unit Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	April 2022

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)

This position involves working within the Older People's Mental Health Service. This area deals with people who require ongoing assessment, treatment and placement following an acute episode (mental health) or because of the development of a long-term condition (dementia). This role will also provide support to community and outpatient settings as required by line manager or delegated allied health professional.

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Year 11-NCEA Level 1 English (or equivalent) Year 11-NCEA Level 1 Maths (or equivalent) NZQA Level 3 qualification (or equivalent) * <p>*If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.</p>	<ul style="list-style-type: none"> NZQA Level 3: New Zealand Certificate in Health and Wellbeing – Health Assistance Strand.
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. 	<ul style="list-style-type: none"> Previous involvement in Clinical Task Indicator sign off (Calderdale).
Knowledge and Skills	<ul style="list-style-type: none"> High level of interpersonal and communication skills Evidence of practical skills with people e.g. group work, facilitating individual projects around identified interests. 	<ul style="list-style-type: none"> Basic awareness and understanding of the Calderdale Framework
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 gain peer credibility and respect, and accept responsibility for own actions Have an appropriate presentation and standards of personal care and grooming. Have an appropriate level of fitness and an ability to undertake physically demanding tasks safely. Passion and understanding of Older Persons Health and care of the frail elderly 	

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 	<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 You are involved in Clinical Task Indicator sign off (Calderdale) for your delegated tasks.

<ul style="list-style-type: none"> 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 	
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 undertakes delegated tasks as requested and feeds back to delegating clinician reliably maintains daily records of tasks as directed by the Clinical Team
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 such as Clinical Task Instructions 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	
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	<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. 	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.

<ul style="list-style-type: none"> Act as a role model for the Southern DHB Organisational Values. 	<ul style="list-style-type: none"> 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	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori. 	<ul style="list-style-type: none"> You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025. You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues. Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.

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 Date
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Manager Date]