

Position Description | Te whakaturanga ō mahi Health New Zealand

Title	Allied Health Assistant		
Reports to	Operationally: Unit Manager Child Development Service Professionally: Physiotherapy Professional Leader		
Location	Dunedin		
Department	Medicine Women's Children's Directorate		
Direct Reports	N/A	Total FTE	0.5 fixed term
Date	September 2024 to March 2025		
Job band (indicative)	PSA Allied Public Health & Technical Collective Agreement and Non-degree salary scale \$72,074 - \$86,719 for fulltime		

Ko wai mātou | Our Organisation

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

In order to guide the culture, values, and behaviour expected of the health sector, Te Whatu Ora Health New Zealand Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the Aotearoa New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"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"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

Allied Health Assistant

Tēnei tūranga | About the role

The Allied Health Assistant (AHA) is a trusted partner and important member of the health care team, supporting a variety of Allied Health services in delivering person whānau-centred care within an interdisciplinary framework across a range of settings, including but not limited to hospital, ambulatory, community and rural settings.

This role will, under delegation, complete tasks and activities to support and assist allied health clinicians while working directly with people and whānau to provide direct and indirect care. This role will also be required to work independently to deliver tasks/interventions delegated by an allied health clinicians and applicable to the service area.

Purpose of the role: Child Development Service

The Child Development team consists of experienced Allied Health therapists who work with infants, children/tamariki and their families who have developmental delays and complex needs. The service is child and whānau focused and therapists work in outpatients/in centre and community settings within the Coastal Otago region. The AHA role is based in centre at Dunedin Hospital which is centrally located in Dunedin City.

The Allied Health Assistant will, support clinicians to deliver therapy in the Vera Hayward Centre and in the Community. Support clients and their whānau to engage in therapy programmes and prepare resources, rooms and equipment to facilitate therapies

Key Result Area	Expected Outcomes / Performance Indicators –
Application of Te Tiriti o Waitangi to practice <ul style="list-style-type: none"> Tino Rangatiratanga / Self-Determination 	<ul style="list-style-type: none"> Supports the pursuit of Māori health gain and equitable health outcomes for Māori

Te Whatu Ora

Health New Zealand

<ul style="list-style-type: none"> • Pātuitanga / Partnership • Mana Taurite / Equity • Whakamarumarutia / Active Protection • Kōwhiringa / Option 	<ul style="list-style-type: none"> • Supports tangata whenua and mana whenua led change to deliver mana motuhake and Māori self-determination in the delivery and monitoring of health care • Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity • Supports the expression of hauora Māori models of care and mātauranga Māori
<p>Cultural Awareness</p>	<ul style="list-style-type: none"> • Demonstrates ongoing self-reflection and self-awareness in terms of the impact of own culture on interactions and service delivery • Cultural differences are acknowledged by respecting spiritual beliefs, cultural practices, hauora aspirations, and lifestyle choices
<p>Delivery of Effective high-quality care</p>	<ul style="list-style-type: none"> • Under delegation of relevant allied health clinician(s), implement person and whānau centred care that takes into consideration the persons and whānau preferences and interprofessional working • Accepts responsibility for own actions and decisions within area of work and conduct duties within the boundaries of own knowledge and competency • Appropriate treatment is conducted within specified timeframes and to agreed standards as delegated by the allied health clinician • In partnership with the person, whānau and the interdisciplinary team, monitor progress toward expected outcomes, facilitating person and whānau goals • Ensures information and education is appropriately undertaken to the needs of the person and whānau within the scope of your role • Facilitates and guide the person and whānau responsibility to maintain and promote health • Effective and culturally appropriate verbal and written communication skills are demonstrated, including for people with communication and/or cognitive difficulties, with appropriate use of interpreters and any other communication support / tools as required • All interventions are performed in a professional and compassionate manner • Correct moving and handling techniques are always used • Recognise and appropriately respond to signs of vulnerability and risk • Always demonstrates professional behaviour.
<p>Ability to work as part of an effective team</p>	<ul style="list-style-type: none"> • Participates in, and contributes to, the functioning of the team, establishing and maintaining an effective working relationship with other colleagues; participating as a team member to ensure the best outcomes for people • Active contribution to the functioning and development of the interdisciplinary team, including orientation of colleagues, students and meeting attendance • New allied health/ assistant staff are mentored and supported • Understands risk issues and have a clear understanding on process for escalating urgent issues to members of the interdisciplinary team • Utilises resources (time, equipment,) efficiently and effectively. • Active participation in all service meetings

	<ul style="list-style-type: none"> Professional connections and networks with other allied health assistants are made and maintained to enhance the service for person and whānau, and own professional development Contributes to and participates in service development.
Quality Assurance	<ul style="list-style-type: none"> Responsibility is taken for own learning by recognising training and skill development needs, and by undertaking professional development activities on an ongoing basis Participates in the organisation performance development process Training and development goals are identified/agreed with line manager and relevant Allied Health Professionals Completes all relevant mandatory training and specific training applicable to role Professional development portfolio is developed and maintained, including a training record Participates in peer review Participates in supervision in line with the organisation's requirements.
Contributes to and maintains relevant service and administrative Standards/ processes	<ul style="list-style-type: none"> Assists in the management, supply and setting up of equipment required within hospital clinical and non-clinical areas, ambulatory or community settings, including the persons own home environment to assist with mobility, activities of daily living or communication Undertakes administrative tasks as required (e.g., booking person and whānau appointments, preparing clinic / rooms / equipment / other resources) Assists AH / therapy staff in the maintenance of a safe and professional working environment e.g., cleaning duties, ordering, timetabling, car booking etc.
Excellent communicator	<ul style="list-style-type: none"> Communicates regularly and effectively with person and whānau in a culturally appropriate manner, as required by the role and delegations from the allied health clinicians Relays information to person and whānau in a way that protects their rights as per Health and Disability Commission Demonstrates respect, empathy/understanding and interest in the person and whānau Promotes person and whānau-centred independence and autonomy within the authorised delegation of role.
Proficient record keeping	<ul style="list-style-type: none"> Documents person and whānau interactions as directed by relevant policies and allied health professionals Captures accurate statistical information, as per service requirements is maintained Te Whatu Ora resources are utilised effectively Appropriate use of information technology systems following training.

Confidentiality and Privacy	<ul style="list-style-type: none"> Ensures personal and health information (person, whānau, staff, corporate) is managed in accordance with Te Whatu Ora privacy policies and relevant privacy laws and regulations. That privacy breaches are reported in line with Te Whatu Ora policy.
Participates in the delivery of health and safety conscious system	<p>Contributes to a safe and healthy workplace at Te Whatu Ora by:</p> <ul style="list-style-type: none"> Following and complying with Health, Safety and Wellbeing policies and processes and applying them to their own work activities, including using/wearing Personal Protective Equipment as required Participating in activities directed at preventing and fostering inclusive, respectful, and supportive relationships that promote wellbeing in the workplace Identifying, reporting and self-managing hazards where appropriate Early and accurate reporting of incidents at work and raising issues of concern when identified.

Relationships

External	Internal
<ul style="list-style-type: none"> Person and whānau Caregivers Other healthcare providers (i.e., Aged Residential care) Enable New Zealand/Accessible Community organisations and support groups Non-Governmental Organisations Kindergartens and Preschools Te Kaika 	<ul style="list-style-type: none"> Health NZ Allied Health, Scientific and Technical staff Te Whatu Ora, Health New Zealand employees Students (including, allied health, nursing medical) Management and staff Paediatric Outpatients

Ko wai koe About you – to succeed in this role.

You will have

Essential:

- Life experience
- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Year 11 Maths and English | Te Reo or equivalent
- Effective written and verbal communication in English
- A positive, pro-active approach to work
- Hold a positive and inclusive perspective on disability and diversity.

Desired:

- Current full driver's licence – this is a requirement for community and rural work

Education and Qualifications – if not previously obtained then to be completed within 2 years of commencement or to be commenced within 1 year of employment

- Sound computer skills including computer literacy in Microsoft Office (word, outlook and excel)
- An understanding of health care in Aotearoa | New Zealand

Experience

Essential

- Commitment and empathy to person and whānau centred care
- Life experience
- Ability to learn new skills and competencies

Desired:

- Previous Assistant experience
- Experience in working with people of all age groups in a health care setting
- Experience of a variety of communications strategies and alternative modes of communication
- Experience working in a customer care environment
- Experience working within a team
- Organisational and coordinating experience

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
- Demonstrate effective and clear communication skills
- 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
- Demonstrate a strong drive to deliver high quality care and take personal responsibility for own actions
- Demonstrate self-awareness of your impact on people and invest 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.

Acknowledged / Accepted

Name:

Employee

Date ...

Name:

Manager

Date ...