

Health New Zealand

Te Whatu Ora

Nelson Marlborough

Position Description	
Position Title:	Allied Health Assistant
Department	Physiotherapy
Service & Directorate:	Allied Health
Location:	Nelson
Reports to:	Team Leader Physiotherapy (Operational and Professional)
Date:	December 2024

Our Vision

All people live well, get well, stay well.
Kaiao te tini, ka ora te mano, ka noho ora te nuinga.

Our Mission

Working with the people of our community to promote, encourage and enable their health, wellbeing and independence

Our Values - Ā Mātou Uara:

Respect	Innovation	Team Work	Integrity
We care about, and will be responsive to, the needs of our diverse people, communities and staff.	We will provide an environment where people can challenge current processes and generate new ways of working and learning.	We create an environment where teams flourish and connect across the organisation for the best possible outcome.	We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

CONTEXT THIS POSITION OPERATES WITHIN

Health NZ, Nelson Marlborough is responsible for the effective delivery of health and disability services to people of Nelson, Tasman and Marlborough. This includes hospital based services, community based services and referrals to and from appropriate tertiary centres.

Allied Health, Scientific and Technical professionals work in health care teams providing a range of diagnostic, technical, therapeutic and direct patient care and support services that are critical to the other health professionals they work with and the communities they serve.

ROLE PERSPECTIVE

The position is central to providing support to the allied health department(s). Our emphasis is on having flexible, skilled assistants who are able to work within a variety of geographical locations under the supervision and delegation by an Allied Health Practitioner.

PURPOSE OF ROLE

To provide efficient, high quality client interventions, as delegated by the allied health practitioner (s) in the provision of allied health services. Services will be delivered in a variety of locations including inpatients, outpatients (which may include hydrotherapy), and community. In addition, the role will provide support to the allied health teams in the effective management of resources and equipment.

Key Accountabilities	Examples of successful delivery of duties and responsibilities
Leadership & Management	
<ul style="list-style-type: none"> • Works collaboratively with the multi / inter-disciplinary team. • To support the allied health departments and AHP's in the management of reception, administration, therapy equipment and resources, including allied health store management. • Maintains equipment / loan database as required by the allied health department. • Maintain timely and accurate statistics as required by department. • Assist with leave cover of other allied health assistants in a variety of areas as requested by Team Leader or their delegate and appropriate to individual skill and competence. • Contributes to positive communication and sharing of information among the care team. 	<ul style="list-style-type: none"> • Utilises resources (time, equipment,) efficiently and effectively. • The equipment and resources required by the department are readily assessable and comply with department policies, including infection control. • Evidence of effective provision and retrieval of allied health equipment. • Participation in appropriate department service meetings, staff development programmes and quality initiatives.
Clinical Practice	
<ul style="list-style-type: none"> • To assist Allied Health Practitioners (AHP's) in the performance of their clinical responsibilities through both the assessment and treatment process and related care, as directed by the AHP's. • To undertake only the duties and carry out client programmes as set down and delegated by the AHP's. • Implements treatment programmes within either individual or group environments as directed by the relevant AHP (s). • To notify the AHP immediately of any concerns, changes in client status. • To issue equipment to clients / patients under the guidance of the AHP and according to departmental policy. • Provide information and education to clients and families as delegated by the AHP. • Only work in areas where competency has been demonstrated and supervision by the AHP is available. • Demonstrates respect and sensitivity towards the rights, beliefs and choices of clients and their families and to members of the multi/interdisciplinary team. • Ensures documentation in to allied health record as directed by the relevant AHP in accordance with accepted standards of practice and departmental policy. 	<ul style="list-style-type: none"> • Prepares treatment areas in readiness for therapy interventions as directed by the relevant AHP(s). • Communicate effectively with the AHP, providing written and verbal feedback on programme outcomes, client progress and significant observations. • Audit of allied health records comply with assistant standards as per departmental policy. • Accept delegation, aligning to all appropriate policies, procedures and clinical task instruction requirements.

Teaching & Learning	
<ul style="list-style-type: none"> • Participates and contributes to the allied health assistant meetings. • Completes mandatory training as applicable for the role. 	<ul style="list-style-type: none"> • Participates in an annual performance review. • Participates in supervision in line with the organisations requirements. • Attends allied health training, relevant in-service training programme and specific assistant forums, workshops.
Service Improvement and Research	
<ul style="list-style-type: none"> • A quality customer focused service is provided at all times, using best practice. 	<ul style="list-style-type: none"> • Actively contributes to quality improvement initiatives with the department. • Participate in workforce redesign programmes e.g. Calderdale Framework. • Establishes working partnerships with external organisations to promote integrated working.
Competencies	
<ul style="list-style-type: none"> • Responsibility is taken for own development ensuring that own skills and knowledge are maintained and advanced. 	<ul style="list-style-type: none"> • Participates in the organisation performance development process. • Completes all relevant clinical task instructions, applicable to role.
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. • You produce work that complies with Health NZ processes and reflects best practice. • Live and support the Health NZ 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 line manager and relevant AHPs • You actively seek feedback and accept constructive criticism.
General Responsibilities of an Employee of Nelson Marlborough Health – Appendix 1	
KEY RELATIONSHIPS AND AUTHORITIES	
Key Relationships within the District: <ul style="list-style-type: none"> • Allied Health Staff • Public Health Services • Patients, relatives • Families and whanau 	Key Relationships outside the District <ul style="list-style-type: none"> • ACC • Enable

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Current full driver’s licence • Year 11-NCEA Level 1 English (or equivalent) • Year 11-NCEA Level 1 Maths (or equivalent) <p>Required:</p> <ul style="list-style-type: none"> • New Zealand Certificate in Health and Wellbeing (NZQA Level 3) - relevant strand Health Assistants to be completed within two years of commencement or to be commenced within one year of employment. 	<ul style="list-style-type: none"> • Competence achieved through relevant allied health clinical task instructions.
Experience	<ul style="list-style-type: none"> • Ability to work under direction essential • Knowledge of Microsoft Office applications is: Word, Excel, PowerPoint and Outlook • Keeps up to date with available information technology relevant to position • Understands and complies with Nelson Marlborough District Information Technology policies 	<ul style="list-style-type: none"> • Previous Allied Health Assistant experience desirable • Experience in working with clients of all age groups in a health care setting desirable
Knowledge and Skills	<ul style="list-style-type: none"> • Be a strong team player, supportive of colleagues and open to new ideas • Have well-developed interpersonal skills • Co-operate and liaise with others in a multi-disciplinary setting • Ability to work with people of all ages • Express information effectively, verbally, written including electronic skills (such as email) • Have an awareness of own skills and limitations, knows where and when to seek assistance, and willing to contribute at all times • Must be able to accept instructions and feedback • Motivated and willing to learn on the job • Accept and carry responsibility, use initiative and be self-motivated • Have sound judgment and maturity • Be physically able to carry out key 	<ul style="list-style-type: none"> • Experience of working with other professions i.e. experience of multidisciplinary and inter-professional settings.

	<p>tasks</p> <ul style="list-style-type: none"> • Flexibility and adaptability to accommodate service demands as directed by AHPs and Team Leader • Be able to work across hospital sites if directed by the Team Leader to do so to meet service requirement needs • Presentation must be neat, tidy and professional • Be interested in working with people • Have a good record of health and fitness 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Outstanding interpersonal and communication skills. • Ability to network, development key relationships and partnership • Influencing skills, ability to get others on board and motivate them to reach their potential. • Possesses the ability to think outside the square as well as to communicate and influence at all levels. • Innovative, proactive, enthusiastic, flexible and creative with a positive approach to all situations including problem solving. • Ability to motivate. • Ability to work in a supportive and honest manner. • Demonstrable peer credibility and respect. • Accepts responsibility for own actions. 	

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.

APPENDIX 1

General Responsibilities of an Employee of Health NZ, Nelson Marlborough

1. Professional Responsibilities

As an employee of Health NZ, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. Health, Safety and Wellbeing

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

3. Right to Raise Concerns

- All employees of Health NZ are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

4. Child Wellbeing and Protection

HEALTH NZ is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:

- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

5. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ’s Disciplinary Policy.

6. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

7. Risk Management

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

8. Security

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, consumers and visitors.

9. Treaty of Waitangi

Health NZ is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

10. Smoke free

Health NZ is a Smoke free Organisation. This applies to all staff and contractors working within Health NZ buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, consumer sand others are informed of the policy. This also applies to Health NZ staff employed on Board business in the community.

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.

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

APPENDIX 2

The preferred candidate is required to complete a Pre-EmpHEALTHloyment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ
TB Latent	Staff who expect to have contact with consumers or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with consumers or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> • a chronic skin condition • been working in an overseas healthcare facility in the last year • been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

¹Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women’s Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

²Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.