

## Position Description | Te whakaturanga o mahi Health New Zealand | Te Whatu Ora

<b>Title</b>	Allied Health Assistant		
<b>Reports to</b>	Team Leader		
<b>Location</b>	Nelson		
<b>Department</b>	Physiotherapy		
<b>Direct Reports</b>	Nil		<b>Total FTE</b> Up to 1.0
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b> Nil
<b>Delegated Authority</b>	<b>HR</b>	Nil	<b>Finance</b> Nil
<b>Date</b>	January 2026		
<b>Job band (indicative)</b>	PSA Allied Technical Step 1-7		

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

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

**Rangatiratanga** – 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.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

## About the role

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The primary purpose of the role is 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.

### 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.

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.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Leadership &amp; Management</b>	<ul style="list-style-type: none"> <li>• Works collaboratively with the multi / inter-disciplinary team.</li> <li>• To support the departments and AHP's in the management of reception, administration, therapy equipment and resources, including allied health store management.</li> <li>• Maintains equipment / loan database as required by the department.</li> <li>• Maintain timely and accurate statistics as required by department.</li> <li>• 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.</li> <li>• Contributes to positive communication and sharing of information among the care team.</li>   <li>• Utilises resources (time, equipment,) efficiently and effectively.</li> <li>• The equipment and resources required by the department are readily assessable and comply with department policies, including infection control.</li> <li>• Evidence of effective provision and retrieval of equipment.</li> <li>• Participation in appropriate department service meetings, staff development programmes and quality initiatives.</li> </ul>
<b>Clinical Practice</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• To undertake only the duties and client programmes as set down and delegated by the AHP's.</li> <li>• Implements treatment programmes within either individual or group environments as directed by the relevant AHP (s).</li> <li>• To notify the AHP immediately of any concerns, changes in client status.</li> <li>• To issue equipment to clients / patients under the guidance of the AHP and according to departmental policy.</li> <li>• Provide information and education to clients and families as delegated by the AHP.</li> <li>• Only work in areas where competency has been demonstrated and supervision by the AHP is available.</li> <li>• Demonstrates respect and sensitivity towards the rights, beliefs and choices of clients and their families and to members of the multi/interdisciplinary team.</li> <li>• Ensures documentation in to the health record as directed by the relevant AHP in accordance with accepted standards of practice and departmental policy.</li>   <li>• Prepares treatment areas in readiness for therapy interventions as directed by the relevant AHP(s).</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate effectively with the AHP, providing written and verbal feedback on programme outcomes, client progress and significant observations.</li> <li>• Audit of records comply with assistant standards as per departmental policy.</li> <li>• Accept delegation, aligning to all appropriate policies, procedures and clinical task instruction requirements.</li> </ul>
<b>Teaching and Learning</b>	<ul style="list-style-type: none"> <li>• Participates and contributes to the allied health assistant meetings.</li> <li>• Completes mandatory training as applicable for the role.</li> <li>• Participates in an annual performance review.</li> <li>• Participates in supervision in line with the organisations requirements.</li> <li>• Attends allied health training, relevant in-service training programme and specific assistant forums, workshops.</li> </ul>
<b>Service Improvement and Research</b>	<ul style="list-style-type: none"> <li>• A quality customer focused service is provided at all times, using best practice.</li> <li>• Actively contributes to quality improvement initiatives with the department.</li> <li>• Participate in workforce redesign programmes e.g. Calderdale Framework.</li> <li>• Establishes working partnerships with external organisations to promote integrated working.</li> </ul>
<b>Professional</b>	<ul style="list-style-type: none"> <li>• Responsibility is taken for own development ensuring that own skills and knowledge are maintained and advanced.</li> <li>• Participates in the organisation performance development process.</li> <li>• Completes all relevant clinical task instructions, applicable to role.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with Health NZ processes and reflects best practice.</li> <li>• Live and support the Health NZ values in everything you do.</li> </ul>
<b>Professional Development - Self</b>	<ul style="list-style-type: none"> <li>• Identifying areas for personal and professional development.</li> <li>• Training and development goals are identified/agreed with line manager and relevant AHPs.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>

<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table.</li> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.</li> <li>• Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

**Matters which must be referred to the TEAM LEADER**

- Nil.

**Relationships**

External	Internal
<ul style="list-style-type: none"> <li>• ACC</li> <li>• Enable</li> </ul>	<ul style="list-style-type: none"> <li>• Allied Health Staff</li> <li>• Public Health Services</li> <li>• Patients, relatives</li> <li>• Families and whanau</li> </ul>

**About you – to succeed in this role**

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- **You will have**
  - **Essential:**
    - A relevant graduate and post-graduate qualification.
    - Experience in implementing Te Tiriti o Waitangi in action.
    - Current full driver’s licence
    - Year 11-NCEA Level 1 English (or equivalent)
    - Year 11-NCEA Level 1 Maths (or equivalent)
    - 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.
    - 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 Health NZ Information Technology policies
    - 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 tasks
    - 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
  - Outstanding interpersonal and communication skills
  - Ability to network and develop key relationships and partnerships
  - 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
- **Desired:**
  - Competence achieved through relevant allied health clinical task instructions.
  - Previous Allied Health Assistant experience desirable.
  - Experience in working with clients of all age groups in a health care setting desirable.
  - Experience of working with other professions i.e. experience of multidisciplinary and inter-professional settings.
- **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.
  - 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 within the public and private sectors, related industry and community interest groups and the wider national and international communities.
  - Demonstrate a strong drive to deliver and take personal responsibility.
  - Demonstrate self-awareness of your impact on people and invests 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.*

*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. If this occurs this will be discussed with you. This Position Description may be reviewed as part of the preparation for your annual performance and development review.*