

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Patient Support and Security Worker			
Reports to	Manager – Security			
Location	Emergency Department Nelson Hospital Wāhi Oranga – Mental Health Inpatient Unit (MHIU) Alexandra Hospital – Older Persons Mental Health Inpatient Unit Nelson Hospital			
Department	Service Supply			
Direct Reports	Nil		Total FTE	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	June 2026			
Salary band (indicative)*	AWUNZ Collective Agreement Step 1 to Step 4			

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

The primary purpose of the role is to: Ensure that people who attend Nelson Hospital are supported within a welcoming environment that supports safety, recovery and wellbeing.

Undertaking a variety of security duties within the Campus to ensure safety and security of staff patients and visitors.

You will need to display a rational and calm manner and have the skills to effectively de-escalate difficult situations with good communication skills in a calm manner. You will be able to relate well to patients and their visitors, as well as be able to communicate and liaise with the clinical teams and workforce, whilst following directions. You will have the skillset to use your initiative and proactively seek out opportunities where and when support might be required.

You will have empathy and a customer service approach, focusing and ensuring our staff/ patients and visitors have a positive and safe experience when they are at work or visiting Nelson hospital.

Key Result Area	Expected Outcomes / Performance Indicators
Clients	<ul style="list-style-type: none"> • To assist to provide an environment that is calm and welcoming that promotes wellbeing and safety. • To ensure all Health NZ Nelson Marlborough property and persons who attend the Health NZ Nelson Marlborough properties are at all times safe and secure in their environment. • Ensures all staff/colleagues maintain adequate safety standards on the job through consultation and training. • Contribute to creating an environment with a focus on Safety and wellbeing. Ensuring your own and others safety at all times. • Demonstrates support of staff/colleagues to maintain and monitor safe systems of work that promote wellbeing. • Call for assistance from other staff, orderlies, or Police as appropriate.
Day to Day Expectations	<ul style="list-style-type: none"> • Complies with policies, procedures and safe systems of work. • Reports all incidents/accidents, including near misses in a timely fashion. • Ensure that all duties, patrols and control room procedures are carried out in accordance with the Security Manager's instructions. • Carry out daily means of escape procedures and fire safety checks. • On-going training in the security sector with a focus on calming and restraint.. • Health NZ Nelson Marlborough uniform will be issued and must be worn at all times while on duty and worn in accordance with the Security Manager's instructions. • No jewellery or regalia to be worn while on duty. • Major and minor incident reports are completed as soon as practical and fully followed up through the appropriate channels. All restraint documentation is completed as practical after the event. • Evidence of compliance with relevant health and safety policies, procedures and event reporting. Duties in each area of work will be defined separately in accordance with demarcation lines. • De-escalation is the main focus of this position with the aim to improve security and safety for clients and staff. • Rostered staff are not permitted to leave the area of work without relief. • 12 monthly retraining programme. • Smartly presented and recognisable by the public as staff who can assist and support.

	<ul style="list-style-type: none"> To assist with the transfer of patients to either Wahi Oranga AMHU (Nelson), Alex hospital (Richmond) or Wairau hospital (Blenheim) as and when required.
Internal & External Networks	<ul style="list-style-type: none"> Displays commitment through actively supporting all health and safety initiatives. Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision. Ensures own and others safety at all times. Complies with policies, procedures and safe systems of work. Reports all incidents/accidents, including near misses in a timely fashion. Is involved in health and safety through participation and consultation. Evidence of participation in health and safety activities. Demonstrates support of staff/colleagues to maintain safe systems of work. Evidence of compliance with relevant health and safety policies, procedures and event reporting. Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers. Identifies customer needs and offers ideas for quality improvement. Effective management of customers/situations.
Training	<ul style="list-style-type: none"> CPI training and site-specific training.
Support to Manager	<ul style="list-style-type: none"> Complete detailed daily reports with an overview of the security for the department at the end of each month.
Professional Development	<ul style="list-style-type: none"> Participates in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	<ul style="list-style-type: none"> Open and responsive to customer needs. Demonstrate an understanding of continuous quality improvement. Proactively engage in quality improvement initiatives aiming to improve service delivery. Participates in other quality improvement processes in your area of work. A quality, customer-focused service is always provided, which follows best practice.

<p>Cultural Awareness</p>	<ul style="list-style-type: none"> • The role will be supported to have an awareness of diverse cultures. • Support and training is available to work with Maori patients and their whānau in a way that upholds tikanga best practice standards. • Dedicated Maori Health staff who work within the services can assist to offer cultural support.
<p>General</p>	<ul style="list-style-type: none"> • Other duties as negotiated with your Manager. • Support from the GM Maori Health and Vulnerable Populations is available.
<p>Te Tiriti o Waitangi</p>	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • 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. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
<p>Equity</p>	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • 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. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
<p>Innovation & Improvement</p>	<ul style="list-style-type: none"> • 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. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
<p>Collaboration and Relationship Management</p>	<ul style="list-style-type: none"> • 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. • 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.

Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the PATIENT SUPPORT AND SECURITY WORKER

- Health and Safety

Relationships

External	Internal
<ul style="list-style-type: none"> • Public • Contractors 	<ul style="list-style-type: none"> • Staff • Visitors • Patients

About you – to succeed in this role

You will have

Essential:

- Demonstrate high level of customer service and customer focus.
- Demonstrate experience in de-escalation techniques.
- High level of interpersonal skills.
- Good standard of written and oral skills is essential to this position.
- It is essential to be able to retain information as is required by the department to ensure accurate detail for incident report writing.
- Fit physically with good mobility.
- Ability to work in a calm effective manner and diffuse difficult situations.
- Rapid rapport and understanding of Health & Disability issues.

- It is essential to have an understanding, empathetic and non-judgemental attitude towards patients/members of the public.
- Ability to relate with ease to people from a variety of different cultures and backgrounds.
- Able to provide and receive feedback.
- Ability to recognise and pass on any issues that may affect patient welfare.
- Intermediate knowledge of Microsoft Office applications i.e. Word, Excel, PowerPoint and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Nelson Marlborough Information Technology policies.
- A proven ability to work without supervision is essential.
- Smart, tidy appearance.
- Drivers licence.

Personal Attributes

- Ability to communicate clearly to all staff, members of the public and Police.
- Preparedness to work within a team in a cohesive and efficient manner.
- An ability to get on well with others.
- Personal commitment to personal and professional standards.
- Able to work in a quiet, efficient manner.
- Ability to follow directions.
- The ability to follow directions and care and attention to detail.
- Motivation to improve knowledge and skills.
- Flexibility to adapt to changing circumstances.
- Ability to deal rationally and calmly with unpredictable events and highly charged individuals.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Knowledge of security procedures would be an advantage.
- It would be an advantage for applicants to have experience in security or a related industry, however training will be given.
- A current First Aid Certificate would be an advantage.
- Self defence skills would be useful.
- Radio-telephone experience.
- De-escalation 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.
- 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.

Specific Needs for Emergency Department

- Meet and Greet at ED entry door.
- Advise procedure re triage and seating.
- Maintain behaviour and ensure large numbers of friends do not attend with a patient, it is strictly one support person.
- Clear defusing of situations and ability to de-escalate and be people centred.
- Strong sense of self and ability to meet people at the place they are at in a non-judgmental way.
- Good personal boundaries.
- Team focused.
- Willing to intervene in developing situations, in a way which allows people to keep face but maintains safety.
- Clean up blood spills according to the correct procedures.
- Clean windows in main waiting room area and doors, inside and outside, sweep outside and ensure the paths are free from butts and rubbish.
- Ensure that behaviours are of an acceptable standard inside and directly outside.
- Oversee the parking directly outside of the department as appropriate.
- Assistance to the clinical staff re making up of beds and ensuring the linen bags are replaced and out for the Orderlies to collect. These duties cannot be done at the expense of security monitoring and presence to deter aggression and bad behaviour.

Specific Needs for Mental Health Inpatient Unit (Wahi Oranga)

- Meet and Greet at front door of unit.
- Visitors, people returning from leave (search for potential issues / remind - no drugs, weapons or lighters), people leaving (do they have leave/risk of AWOL).
- Moving people within the Unit. Visitors/clients to quiet or different area, to ensure smooth running and de-escalation of issues. Assist people to get the assistance or information they seek. Either from other clinical staff or from areas with the information – Information Boards etc.
- Assisting family members and visitors to meet with clients in appropriate spaces and when they are wanting to leave, engage and support clinical staff and clients to allow ease of exit for visitors. Keeping good boundaries.
- Area security and safe space use. Security of building and its people. Night lock-up and ensuring safety of facility for night staff. Nothing happening to physical space that impedes safe care.
- Assisting the quietening down and area settling into the night. Supporting clinical staff in preparing area and clients for low stimulus night shift.
- Assistance with client movement and engagement in secure and locked areas of Wāhi Oranga – MHIU, IPC/Seclusion spaces, clinical assessment, meal times and in transitioning clients within and out of spaces.
- Assist staff in safely (interacting with clients at times of high arousal) carrying out clinical care, medication, compulsory care under MH Act.
- Clear defusing situations and ability to de-escalate and be people centred.
- Strong sense of self and ability to meet people at the place they are at in a non-judgmental way.
- Comfort with making conversation with mentally disordered people.
- Ability to have a sense of fun and openness to people and situations.
- Good personal boundaries.
- Team focused.
- Willing to intervene in developing situations, in a way which allows people to keep face but maintains safety.

Specific Needs for Alexandra Hospital – Psychogeriatric Inpatient Unit

- Meet and greet visitors at front door and escort off premises on departure.
- Provide supervision of patients to cover meal breaks.
- Undertake car park, facility and perimeter checks.
- Undertake security lock up for the evening.
- Provide companionship and supervision of patients under direction of clinical team.

- Move people within the unit - visitors/patients to quiet or different areas, to ensure smooth running and de-escalation of issues.
- Assist the clinical team with quietening unit and settling into the night.
- Assist the clinical team to provide care safely with patients who are highly agitated.
- Intervene in developing situations, maintaining patient dignity and respect, de-escalating situations.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*