

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Support Worker
Reports to	Team Leader
Location	Wairau
Department	Live Life – Disability Support
Date	29 July 2026
Salary band (indicative)ⁱ	L0-L4 of LLDS Collective (dependent upon qualifications)
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Provide support services to people with a disability with respect, courtesy and dignity.

Support workers ensure quality of life outcomes for the people we support within their community based home, work and educational environments. Through active person centred services, support workers facilitate opportunities for the person to live the life they want and promote self-determination of choice, power and control.

Key Result Area	Expected Outcomes / Performance Indicators
Service Provision	To provide professional, high quality individualised support to the people we support in Disability Support Services.
Respect & Relationships	Respect and develop relationships with the people we support, families, natural support networks, co-workers and other key people you may come in contact with using appropriate terminology and creating safe and comfortable environments.

Physical Assistance	Provide a high level of physical assistance to the people we support including all aspects of manual handling, lifting, bending and stretching and the physical transfer of the person you are supporting.
Personal Care	Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required that will enable the person you support to live a dignified life.
Daily Support	Assisting in daily planning, advocacy, communication and transportation as required by the people we support and in accordance to their funding agreements. Assist the people we support to access and purchase items with their own money in accordance with LLDS policy.
Administration	Read house and people we support documentation (e.g. wellbeing notes, personal records, files, plans, house communication diaries) in accordance to DSS policy and guidelines to ensure you are kept informed of the support needs for the people you will be supporting. Complete all administrative tasks to maintain compliance with DSS procedures including financial records (house and personal), rosters, amendments, safety 1st and occupancy sheets.
Models of support and service delivery	- Understand service delivery models in disability and proactively embed these in your practices. These include Positive Behaviour Support, Active Support, Person Centred Support and the Social Model. - A good understanding of the United Nations Convention on the Rights of the Disabled Person, Enabling Good Lives, Code of Rights and the relevant standards and legislation in the disability sector that ensure we support people to live the best life possible.
Team Work	- Contribute to maintaining an effective team. - Attend and participate in meetings and reviews as required.
Growth & Representing LLDS	- Develop and maintain positive communication links with other service providers and support networks for the people we support. - Assist if required to provide communication support in order for the people we support to interact with others. - Use appropriate or agreed communication channels. - Maintain positive and welcoming relationships with family, friends and other service providers of the people we support. - Communicate verbally or in writing, any observations that may affect the person we supports activities and the running of the service.

Cultural Safety	• Provide culturally appropriate support and identify and foster appropriate community and health resources. Interact and engage appropriately with other team members, ensuring behaviour is respectful and supportive. • Embed the principles of partnership, protection and participation into all aspects of our work. We walk in partnership with Tangata Whenua to meet the cultural needs of the people we support.
Sleepover Responsibilities	• As per the Act 2011, sleepover means a period of time spent by an employee overnight during which the employee, under the terms of his or her contract of service, is— a) required to be at the employee's workplace; b) allowed to sleep at the workplace while on duty; c) required to be available to attend to his or her duties during the course of the night as necessary • Specific expectations as detailed in the DSS 'Duties and responsibilities of a sleepover' document and the SECA.
Awake Responsibilities	• Staff on awakes are expected to be awake for the entire shift usually 10pm through to 7am. • Each house will have a list of duties that can be carried out depending on the service users living in that home.
Professional Development	• Participates in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	• Participates in quality improvement processes in your area of work. • A quality, customer-focused service is provided at all times, which follows best practice.
General	• Additional duties as below. • Other duties as negotiated with your Manager.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	- 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	- 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.

- Nil

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [insert other matters which must be referred]

Relationships

External	Internal
[insert external relationships] .	[insert internal relationships] .

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- A Full New Zealand Drivers Licence is a mandatory requirement.
Full Non-NZ licences may be accepted for up to 12 months if assessed as valid by NZTA.
Restricted NZ licences may be accepted for up to 12 months whilst achieving a Full licence
- NZ Certificate Health and Wellbeing Level 2-4 (or equivalent recognised by Careerforce).
If not held then must complete following start date of employment as below:
 - Level 2 within 12 months, and
 - Level 3 (Support Worker) within 36 months, and
 - Level 4 (Advanced Support) within 72 months.
- First Aid Certificate.

If not held then training will be provided and must pass to acceptable standard.

- Ability to perform all physical aspects of the role without causing injury to themselves or others, please refer to guidance below regarding typical physical and mental demands.
- Ability to communicate effectively with all members of the community and actively participate in building an inclusive environment for all.
- The ability to problem solve and be solution focused.
- Demonstrate a good level of organisation, planning and time management skills.
- Basic knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook.
- Understands and complies with Health NZ Information Technology policies.
- A genuine interest in the well-being and inclusion of people with disabilities.
- Demonstrate a high level of commitment and responsibility whilst understanding and respecting the people we support, their families and other people involved.
- Works effectively within a team environment, communicates well and shows continued enthusiasm for developing LDSS.
- Excellent sense of humour.
- Ability to maintain professional boundaries and stay in role.
- Ability to follow plans, implement strategies and ensure consistency in practice.

Desired:

- Previous experience in the disability field.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.

CHILDREN'S ACT

All Support Worker positions are classed as Core Children's Worker positions as any staff can be asked to work anywhere within the service including working with people we support who are below the age of 18. Therefore a safety check and police vetting check must be completed.

See next Page.

ADDITIONAL DUTIES	
All support workers are expected to work in accordance with the position description plus the following additional duties according to length of service and/or qualification level.	
Level 0 Or New staff	- Attend orientation and initial mandatory training - Authenticate own shifts - Input Safety1st incident reports online - Attend Team Meetings - Ability to move around houses - Complete 3 month orientation checklist - Verified as medication competent - Enrol in NZ Certificate in Health & Wellbeing (Level 2) within 4 months of employment
Level 2 Or 12 months	As for Level 0 and; - Act as Key Worker with oversight from Service Lead - Oversight of personal finances for designated person - Responsible for maintaining own mandatory training - Complete checklists as assigned
Level 3 Or 2 years	As for Level 0-2 and; - Competent in Key Worker role - Involved in House Meetings - Involved in ILP Meetings - Complete 2 monthly reviews - Support Doctor's visits at Team Leader discretion - Shadowing support for new staff - Minute taking at Team Meetings - Portfolio such as Manual Handling Champion, EGL Champion or, if elected, H&S Representative
Level 4 Or 3+ years	As for Level 0-3 and; - Facilitate House Meetings - Set agenda for and lead the Team Meeting - Prepare, implement and facilitate ILP Meetings - Support Doctor's visits - Mentor/buddy new staff and casuals as assigned - Intermediary between Service Lead and Support Workers L1-3 - Ability to step into the Team Leader role as required - Support Advance Care Planning - Complete hazard control plans - Use Actor - Check financial House Expenditures - Archive folders - Update paperwork as required

TYPICAL PHYSICAL AND MENTAL DEMANDS

The job generally entails a light to medium physical demand level although very heavy lifting, pulling or carrying is possible in relation to the moving of people we support and may require:

- Frequent lifting up to 16kg
 - Frequent bending at knees and/ or hips.
 - Kneeling
 - High grip strength (above 15kg / 50%)
 - Good cardiovascular fitness.
 - Standing and walking for long periods
 - Ability to reach overhead
 - Ability to reach below knee height
 - Ability to reach forward
 - Bilateral lift 10kg
 - Unilateral carry 10kg
 - Frequent pushing / pulling
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- Employees walk about the work area frequently. Sitting is occasional.
 - There is on occasion requirement for stretching and reaching across, especially for bed making and some cleaning tasks.
 - Some climbing of steps or stairs may be necessary, depending on location.
 - Twisting of the body or neck is likely to be necessary for some tasks such as vacuuming and lifting or moving of people we support.
 - Contact with skin irritants or water is unlikely, other than for household cleaners and detergents and gloves are likely to be accessible if needed.
 - Repetitive movements will be occasionally required for the performance of some tasks.
 - Driving is likely to be required if duties include transportation to appointments, to activities, the fetching of groceries or if working at more than one location.
 - Household cleaning equipment such as vacuum cleaners, mops, cooking utensils and laundry equipment is used frequently.
 - Bending squatting or crouching movements are likely to occur occasionally when carrying out many daily household tasks.
 - Mental skills necessary include cleaning, organisational, cooking and planning skills.
 - Mental activities necessary include communication, practical, analysis and decision-making and organisational skills
 - The workload can be variable with unpredictable intensity, requiring flexibility and strong personal coping skills and resilience.