

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	Patient Support and Security Worker
Reports to	Manager Security
Location	Emergency Department Wairau Hospital
	Wairau Hospital
Department	Service Supply
Date	10 September 2026
Salary band (indicative)ⁱ	AWUNZ Collective Agreement Step 1 to Step 4
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:

- Ensure that people who attend Wairau 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 Wairau hospital.

Key Result Area	Expected Outcomes / Performance Indicators
Clients	• 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	• 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. • To assist with the transfer of patients to either Wahi Oranga AMHU (Nelson) or Alex hospital (Richmond) as and when required.

Internal & External Networks	• 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	• CPI training and site-specific training.
Support to Manager	• Complete detailed daily reports with an overview of the security for the department at the end of each month.
Professional Development	• Participates in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	• 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.
Cultural Awareness	• 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.

General	• Other duties as negotiated with your Manager. • Support from the GM Maori Health and Vulnerable Populations is available.
Key Result Area	Expected Outcomes / Performance Indicators
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.

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.
- Health and Safety

Relationships

External	Internal
• Public • Contractors	• 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:

- 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.

Desired:

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.

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.