

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	Allied Health Assistant (Allied Health Equipment Store)
Reports to	Team Leader - Occupational Therapy
Location	Nelson
Department	Allied Health Equipment Store, Nelson Hospital
Date	05 October 2026
Salary band (indicative)ⁱ	PSA Allied Health SECA Core Scale Group B, Step 3 to Step 7
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:

- Work within the Nelson Allied Health Equipment Store ensuring inward and outward flow of equipment stock to and from inpatients, outpatients and community patients and services.
- Maintain stock of equipment including cleaning, assembling, maintaining, storing, tracking, delivering, and collecting therapy equipment.
- Assist registered health professional(s) in the provision of appropriate equipment and involvement in patient education classes working within a delegation model.

The Allied Health Assistant – Allied Health Equipment Store is accountable for ensuring hospital equipment is cleaned, maintained, tracked, stored, and distributed safely and efficiently, while maintaining accurate inventory records, complying with health and safety and infection control requirements, and delivering high-quality customer service to both hospital staff and the public.

- Support Allied Health service functions and activities under delegation by other health professionals.
- Raises concerns with health professionals or line manager in situations of potential harm, injury or accident.

Key Result Area	Expected Outcomes / Performance Indicators
General	• Ensuring all equipment issued for patient or clinical use is clean, safe, functional, and fit for purpose. • Identifying damaged, faulty, or unsafe equipment and removing it from stock. • Completing minor repairs and maintenance within the scope of the role. • Maintaining accurate records of equipment locations, movements, and status. • Accurately scanning and recording equipment into and out of the asset management database. • Supporting stocktakes and ensuring inventory discrepancies are investigated and reported. • Works collaboratively with the multi / inter-disciplinary team. • Assist with leave cover of other Allied Health Assistants in as requested by line manager or their delegate and appropriate to individual skill and competence. • Contributes to positive communication and sharing of information among the health and disability care team. • Utilises resources (time, equipment,) efficiently and effectively. • The equipment and resources required by the services are readily assessable and comply with department policies, including infection control. • Evidence of effective provision and retrieval of equipment. • Manages assigned work within agreed timelines with HP or departments. • Responding promptly to urgent requests from hospital departments. • Ensuring equipment availability supports uninterrupted patient care. • Participation in appropriate department service meetings, Allied Health Assistant development programmes and quality initiatives.
	• Clean, disinfect, and prepare hospital equipment in accordance with infection prevention and control guidelines. • Inspect equipment for cleanliness and functionality before redistribution. • Follow established procedures for handling contaminated equipment. • Maintain a clean and orderly work environment. • Demonstrates understanding of and application of infection control principles. • To issue equipment to clients / patients under the guidance of the HP and according to departmental policy. • Provide information and education to clients and families as delegated by the HP.

	• Understands and provides care appropriate for cultural needs of patients, clients, whānau or community. • Receive, sort, label, and store equipment in designated locations. • Monitor stock levels and participate in stocktakes and audits. • Assemble medical and mobility equipment according to manufacturer specifications. • Prepare equipment for patient use and test assembled equipment for safe operation. • Conduct routine inspections and minor repairs. • Identify faults and escalate complex repairs. • Maintain maintenance records. • Deliver equipment to hospital departments. • Collect equipment requiring cleaning or servicing. • Prioritise urgent equipment requests. • Assist members of the public returning or collecting equipment. • Respond professionally to enquiries. • Scan barcodes and record equipment movements. • Sign equipment in and out using the asset management system. • Maintain accurate inventory records. • Arrange return of non-hospital equipment to external provider locations. • Adhering to all Health NZ Nelson Marlborough policies. • Understands need for and can safely utilise PPE. • Maintaining a clean, organised, and safe equipment store environment. • Contributing to continuous improvement initiatives and identifying opportunities to enhance service delivery. • Taking responsibility for personal performance, attendance, and professional conduct. • Following infection prevention and control procedures, health and safety requirements, and manufacturer guidelines. • Adhering to manual handling procedures and safe work practices. • Maintaining confidentiality and handling information in accordance with organisational policies. • Providing professional, courteous, and helpful service to hospital staff, patients, families, and members of the public.
Teaching & Learning	• Completes mandatory training as applicable for the role. • Uses acquired knowledge and skills when fulfilling requirements of the role. • Recognises conflicts and utilises effective interpersonal skills and organisational supports to resolve same. • Participates in an annual performance review. • Participates in supervision in line with the organisation's requirements.

	• Attends Kaiāwhina training, relevant in-service training programme and specific assistant forums, workshops.
Service Improvement & Research	• A quality customer focused service is always provided, using best practice. • Recognises and reports problems, issues or concerns relevant to the patient, client, whānau or community activity to line manager or health professional involved. • Contributes information to the evaluation of progress toward expected care outcomes. • Actively contributes to quality improvement initiatives with the service. • Participate in workforce redesign programmes. • Establishes working partnerships with external organisations to promote integrated working.
Self Development	• Responsibility is taken for own development ensuring that own skills and knowledge are maintained and advanced. • Demonstrates cultural competency through behaviour, attitude and approach. • Demonstrates how this service supports reducing health disparities between Māori and non-Māori and between high needs whānau and the wider community. • Has an on-going commitment to undertaking training in te reo, tikanga and understanding Māori practices. • Participates in the organisation performance development process. • Completes appropriate cultural competency training and demonstrates this within daily practice. • Completes all relevant clinical task instructions, applicable to role. • Attends cultural practices such as hui, powhiri, mihi whakatau etc. as appropriate. • Reviews documents relevant to position
Professional Development - Self	• Identifying areas for personal and professional development. • Participates in service-based education and learning activities. • Complete relevant Calderdale Framework trainings • Enrol in NZQA unit standards relevant to delivery of safe equipment provision to support patient independence and function, adult education, and other identified standards relevant to the role. • Training and development goals are identified/agreed with line manager and relevant HPs. • You actively seek feedback and accept constructive criticism.
Other Duties	• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.

	You produce work that complies with Health Nelson Marlborough processes and reflects best practice.
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.
- Operational issues
- Performance or competence concerns
- Situations that place patients, staff or yourself at significant risk without support
- Clinical standards failure
- Workforce issues
- Health and safety concerns

Relationships

External	Internal
• ACC • Enable New Zealand • Transport agencies • Equipment Companies	• Allied Health Professionals • Kaiawhina Allied Health Assistants • Patients, clients, consumers • Families and whānau • Māori Health Providers • Other Hospital facilities

About you – to succeed in this role

You will have

Essential:

Qualifications

- Current full driver's licence
- Year 11-NCEA Level 1 English (or equivalent)
- Year 11-NCEA Level 1 Maths (or equivalent)

Experience

- Experience working in a stores, warehouse, logistics, maintenance, customer service, or healthcare support environment.
- Experience using computerised inventory, stock management, or asset tracking systems.
- Experience handling and moving equipment or stock safely.

Knowledge and Skills

- Understanding of stock control and inventory management processes.
- Knowledge of safe manual handling practices.
- Basic understanding of workplace health and safety requirements.
- Knowledge of customer service principles.
- Understanding of the principles of Te Tiriti o Waitangi
- Good mechanical aptitude and ability to perform minor repairs.
- Understanding of medical or rehabilitation equipment.
- Knowledge of equipment maintenance procedures.
- Strong organisational and time-management skills.
- Excellent customer service and communication skills.
- Physically capable of lifting and moving equipment safely.
- Ability to clean, inspect, assemble, and prepare equipment to required standards.
- Good computer literacy and data entry skills.
- Ability to accurately maintain records and database information.
- Strong organisational and time-management skills.

- Ability to prioritise competing demands and respond to urgent requests.
- Effective verbal and written communication skills.
- Ability to work both independently and as part of a team.
- Accept and carry responsibility, use initiative and be self-motivated.
- Be able to work across hospital sites if directed by the Team Leader to do so to meet service requirement needs.
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Personal Qualities

- A strong commitment to customer service.
- Reliability and accountability for their work.
- High attention to detail and accuracy.
- Flexibility and adaptability in a changing environment.
- Professionalism and integrity.
- A positive attitude and willingness to learn.
- A commitment to health, safety, and quality standards.
- Be a strong team player, supportive of colleagues and open to new ideas.
- Outstanding interpersonal and communication skills.
- Ability to network and develop key relationships and partnerships.
- Innovative, proactive, enthusiastic, flexible and creative with a positive approach to all situations including problem solving.
- Ability to work in a supportive and honest manner.
- Demonstrable peer credibility and respect.
- Be physically able to carry out key tasks.
- Accepts responsibility for own actions.

Physical Requirements

- Ability to undertake frequent lifting, carrying, pushing, and pulling of equipment.
- Ability to stand, walk, bend, and reach for extended periods.
- Ability to safely transport equipment throughout hospital facilities.
- Ability to work in cleaning and equipment processing environments.

Desired:

- New Zealand Certificate in Health and Wellbeing (NZQA Level 3)
- Relevant NZQA Level 3 or higher qualification (or equivalent)
- Experience working in a hospital or healthcare setting.
- Experience with barcode scanning and asset management systems.

- Experience undertaking basic equipment repairs and preventative maintenance.
- Ability to troubleshoot equipment faults.
- Experience using inventory reporting tools and databases.
- Knowledge of infection prevention and control practices.
- Understanding of medical or rehabilitation equipment.
- Knowledge of equipment maintenance procedures.

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.

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.

APPENDIX 2

The preferred candidate is required to complete a Pre-Employment 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
COVID-19	You are required to provide proof that you have completed your primary course of two NZ approved Covid-19 vaccinations
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Te Whatu Ora
TB Latent	Staff who expect to have contact with patients 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 patients 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: • 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.