Health New Zealand
Te Whatu Ora

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	Health Care Assistant
Reports to	Charge Nurse Manager, Chief Nurse
Location	Nelson/Marlborough
Department	Casual Pool
Date	13.07.2026
Salary band (indicative)[i]	MECA/SECA
Children's Worker role[ii]	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:

To assist and support Registered Nurses/Enrolled Nurses in the delivery of good quality patient care which ensures that services are provided efficiently, safely and effectively.

Key Result Area	Expected Outcomes / Performance Indicators
Accountability	• Accepts accountability to client, RN/EN and Health NZ (Nelson Marlborough) • Undertakes functions and activities as directed and delegated by the RN/EN • Seeks assistance and guidance from RN/EN when encountering situations beyond training and/or when undertaking delegated tasks • Understands different levels of accountability and range of personnel available.
Complies with legislative and Health NZ (Nelson Marlborough)	• **Is aware of and works within legal frameworks** • Adheres to Health NZ (Nelson Marlborough) • policies and procedural guidelines • Raises concerns with RN/EN or CNM in situations of potential

Policies and Guidelines	harm, injury or accident.
Patient Care (Delegated and directed by Registered Nurse/Enrolled Nurse	• Can accurately describe activity or tasks required in relation to patient care • Uses acquired knowledge and skills when fulfilling requirements of the role • Recognises and reports problems, issues, concerns with patients to RN • Delivers care according to delegation of RN/EN and in accordance with nursing and Health NZ (Nelson Marlborough) • standards and procedures • Understands and provides care appropriate for cultural needs of patients • Is aware of Treaty of Waitangi principals and applies these in relation to Maori patients • Demonstrates awareness of resources available for assisting patients with changes in health, disability or death • Provides support in the development and/or maintenance of independent living skills • Demonstrates understanding of and application of infection control principles.
Care Delivery	• Assists with all care delivery under the direction and delegation of RN or EN • Records tasks undertaken and observations accurately and in a timely manner • Identifies and reports unexpected or changing patient status • Summons immediate assistance in an emergency or disaster situation • Applies life support skills until assistance arrives • Contributes information to the evaluation of progress toward expected patient care outcomes • Operates within scope of work to initiate, develop and support patient care • Manages assigned work within agreed timelines with RN/EN • Identifies and reports situations which may impact on patient safety. •
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.
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.
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

- All leave requests
- All concerns that relate to patient safety or staff wellbeing

Relationships

External	Internal
• Primary Health Partners • Other service providers, community Organisations • Careerforce	• Nursing teams • Te waka Hauora • Interprofessional teams • Students • Quality team • insert internal relationships

	• Students • Quality team

About you – to succeed in this role

You will have

Essential:

- Year 11 NCEA level 1 English (or equivalent)
- Year 11 NCEA level 1 Maths (or equivalent)
- NZQA Level 3 qualification (or equivalent)*
- [NZQA Level 3: New Zealand Certificate in Health and Wellbe Health Assistance Strand. (If not previously attained, to be c within 2 years of commencement or to be commenced within employment.)

Desired:

- Home Carer Certificate (or equivalent)

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:

- Be a strong team player, supportive of colleagues and open to new ideas
- Have well-developed interpersonal skills
- Actively listens, draw out information and checking understanding
- 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
- Have high energy levels and be able to work in an environment that requires many different duties
- Be physically able to carry out key tasks
- Flexibility and adaptability to accommodate service demands as directed by the CNM/RN/EN
- Be able to work across hospital sites if directed by the Team Leader to do so to meet service requirement needs
- Have good organizational and time management skills
- Presentation must be neat, tidy and professional
- Be interested in working with people
- Have a good record of health and fitness
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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.