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	Radiology Clinical Assistant
Reports to	Radiology Operations Manager
Location	Nelson
Department	Radiology
Date	5 November 2026
Salary band (indicative)[i]	Apex Medical Imaging Technologists MECA Step 1 to Step 5 Clinical Assistants scale
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:

Assist MITs and Sonographers in providing an efficient, high quality diagnostic radiographic service within available resources to meet the requirements and standards of the Radiology Service.

The key deliverables are –

- An efficient and effective imaging service.
- A highly functional Radiology Clinical Assistant team integrated with the wider Radiology Service.
- Patient is the focus of the service, with a best for patient, best for system approach.

COMPLEXITY:

Most challenging duties typically undertaken or most complex problems solved:

- Managing daily, weekly workload across the Radiology department
- Monitoring and meeting department needs within agreed timeframes.
- Ensuring standardised, quality and consistent patient care provided at all times across all locations.
- Ongoing commitment to continuous quality improvement in the delivery of Radiology imaging services.

Key Result Area AND Expected Outcomes

1. **The RCA must have knowledge of administrative procedures and possess clerical skills**

- Input of patient data into COMRAD database in an accurate and timely manner
- Scanning of relevant forms
- Mail duties
- Reception duties as required
- All patient data is treated confidentially

2. **The RCA will assist the MIT/Sonographer/Radiology Nurses with workflow**

- Assist with moving patients within the modality rooms
- Maintain supplies of linen and supplies where applicable
- Assist in the efficient workflow of the Radiology service.
- Keep rooms tidy and equipment clean.
- Answer telephone enquiries.
- Assist with basic patient care, eg: accompanying patient to toilet, looking after relatives and children if necessary.
- Chaperone as required
- Assist with observation of patients waiting for scans and communicate problems to MITs and or nursing staff.
- Keep the sluice room clean and tidy.

3. **The RCA must be patient-focused**

- Make a positive ID of each patient using available information. Seek further identification if necessary
- Make appropriate decisions to obtain the required information about a patient's condition, which will be used to ensure the correct and most suitable transportation is used
- Have knowledge of emergency protocols and know the whereabouts of all emergency equipment. The RCA must be able to initiate, then implement, emergency procedures until help arrives
- The RCA must understand and preserve the need for patients' privacy and confidentiality at all times
- The RCA must show sensitivity to patients' needs, demonstrating cultural awareness

4. **The RCA will demonstrate organisational responsibilities**

- Contribute to the maintenance of harmonious interpersonal relationships with colleagues and other staff of the organisation.
- Anticipates the predicted workflow each day and organises workload appropriately.
- Uses initiative and actively seeks assistance when required.
- Liaise with other RCAs to work as a team to provide continual cover for the radiology department.

5. **The RCA must be able to operate all patient transfer equipment safely and efficiently.**

- Ensure they are familiar with current patient transport protocols.
- Know the location of associated equipment and how to use it for transporting patients
- Promote cleanliness and tidiness during each duty.

6. **The RCA will identify equipment that requires maintenance**

- Ensure that patient transport equipment operates, safely, efficiently and effectively.
- Notify maintenance along with Radiology Operations Manager if equipment is in need of repair.

7. **The RCA will be involved in ongoing education**

- Has a commitment to acquire and develop the appropriate skills to carry out the role of RCA.
- Participate in annual performance review process including review of performance goals and identification of areas for professional development
- Keep up to date with the organisation LEARN packages applicable for RCA's
- Participation in orientation programs, staff development and education programs when suitable
- Maintain and update of skills.

8. **The RCA will be involved in providing a quality Radiology service**

- Record any safety-related problems according to departmental protocols, e.g. injuries
- Participate in ongoing Radiology service improvement
- Ensure understanding and adhere to safety procedures.

9. **The RCA must have knowledge of administrative procedures.**

- Perform other duties as requested by the Radiology Operations Manager to assist in the smooth running of the service.
- Be flexible and adaptable when shifts and hours of work are altered to suit service needs.

10. **Communication**

- Positive and professional behaviours in all relationships are role modelled
- Communication is clear, open, accurate and responsible
- Confidentiality is maintained
- Communicates clearly and proactively seeks feedback
- Regular briefings and meetings are attended with relevant health professionals that work within or have input into the service. Minutes that are recorded and circulated are read and actioned appropriately
- The RCA team member will contribute to a supportive environment in order to create a high functioning team.

11. **Quality**

- Will promote health and safety of staff and patients.
- Every staff member within Te Whatu Ora Health New Zealand Nelson Marlborough is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

Work in a safe and healthy manner to prevent harm to themselves or others.

- All Health New Zealand Te Whatu Ora safe work procedures and instructions are observed

- Own safety and that of others is ensured
- All hazards or potential hazards are immediately reported
- Protective equipment is used when appropriate and protective clothing is worn when required
- Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed
- All accidents or incidents are promptly reported to your manager
- Te Whatu Ora Health New Zealand Nelson Marlborough's rehabilitation plan, to ensure an early and durable return to work, is activated when required
- Advice is sought from your manager if you are unsure of any work 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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Privacy breaches (including any suspected or actual breach of patient confidentiality)
- Health and Safety incidents (including hazards, near misses, and accidents)
- Safety First incidents (as per organisational reporting requirements)
- Patient complaints (verbal or written, regardless of severity)

- Service delivery interruptions (e.g., emergency management situations, equipment outages, IT system failures)
- Staff sickness and/or injuries (including incidents impacting roster coverage)
- Radiation safety concerns (e.g., breaches of radiation protection protocols)
- Adverse clinical events (e.g., contrast media reactions, unexpected patient deterioration during imaging)
- Equipment faults or failures that cannot be resolved immediately
- Incidents involving staff (including competency or conduct issues)
- Any situation that may impact patient care, staff safety, or departmental reputation

Relationships

External	Internal
• Service Providers / Vendors • Other hospital and services/agencies	• Radiology staff • Nurses • Main Orderlies • Emergency Staff • Maintenance personnel • Patients and their support people • Other hospital staff

About you – to succeed in this role

You will have

Essential:

Qualifications & Experience

- Proficient verbal communication skills and an ability to communicate to a wide variety of people in a manner appropriate to the individual
- Be committed to their personal and professional development, and to the provision of patient focused services
- Demonstrate a team approach to work and a collaborative working relationship with the radiology team
- Ability to “work together” in a truthful and helpful manner
- Ability to “work smarter” by being innovative and proactive
- Time management and organisational skills and an ability to prioritise work.
- Ability to work under pressure
- Ability to work well in a multidisciplinary team and be accustomed to working in a team environment
- Have a genuine empathy with patients, the general public and staff at all levels
- Be an innovative thinker, who can adapt to changes in service delivery
- Knowledge of Microsoft office applications eg: Word and outlook

- Understands and complies with Health New Zealand Information Technology policies.
- Physically fit

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Experience in working in a healthcare environment.
- Have a good sense of humour.

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.