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.*

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| **Title** | Patient Support and Security Worker |
| **Reports to** | Manager - Security |
| **Location** | Nelson |
| **Department** | Wahi Oranga - Mental Health Inpatient Unit (MHIU) |
| **Date** | 13 July 2026 |
| **Salary band (indicative)**[i] | AWUNZ Collective Agreement<br>Step 1 to Step 4 |
| **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:

- [Focus on ensuring that people who access the services of Wāhi Oranga are supported within a welcoming environment that promotes safety, recovery and wellbeing.
- Focus on ensuring that service users are always safe and secure in their environment.
- Liaise closely with administrative, nursing, allied and other security personnel to provide an environment that is safe and professional with a focus on wellbeing and recovery.
- Demonstrate a commitment to customer service, through positive interactions with service users, their whanau, and other customers.
- Demonstrate appropriate use of de-escalation techniques, as required, and will focus on supporting the service to best meet the needs of staff, service users and their whanau, requesting additional support when needed.

Health NZ (Nelson Marlborough) is responsible for the effective delivery of health services to the people of Nelson, Tasman and Marlborough. This includes hospital-based services, community-based services and referrals to appropriate tertiary centres.

| Key Result Area | Expected Outcomes / Performance Indicators |
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| **Safety and Security** | • Assists to provide an environment that is calm and welcoming that promotes wellbeing and safety<br>• Ensures that all Health NZ property, and persons who attend the property, are at all times safe and secure in their environment.<br>• Ensures all staff/colleagues maintain adequate safety standards on the job through consultation and training.<br>• Ensures own and others safety at all times.<br>• Is involved in health and safety through participation and consultation.<br>• Displays commitment through actively supporting all health and safety initiatives.<br>• Contributes to creating an environment with a focus on safety and wellbeing.<br>• Evidence of compliance with relevant health and safety policies, procedures and event reporting.<br>• Demonstrates support of staff/colleagues to maintain and monitor safe systems of work that promote wellbeing.<br>• Calls for assistance from other staff, orderlies, or Police as appropriate.<br>• Effective management of difficult situations.<br>• Evidence of active participation in health and safety activities. |
| **Day to Day Expectations** | • Complies with policies, procedures and safe systems of work.<br>• Reports all incidents/ accidents, including near misses in a timely fashion.<br>• Ensures that all duties, patrols and control room procedures are carried out in accordance with the Security Manager's instructions.<br>• Carries out daily means of escape procedures and fire safety checks.<br>• On-going training in the security sector and calming and restraint is mandatory.<br>• Health NZ uniform will be issued and must be worn at all times while on duty, and worn in accordance with the Security Manager's instructions.<br>• No jewellery or regalia to be worn while on duty.<br>• 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.<br>• Evidence of compliance with relevant health and safety policies, procedures and event reporting. Duties in each |

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| | area of work will be defined separately in accordance with demarcation lines.<br>• De-escalation is the main focus of this position with the aim to improve security and safety for clients and staff.<br>• Rostered staff are not permitted to leave the area of work without relief.<br>• Work in accordance with the means of escape manual and training manuals.<br>• 12 monthly retraining programme.<br>• Smartly presented and recognisable by the public as staff who can assist and support. |
| **Internal & External Networks** | • Demonstrates effective and supportive interpersonal relationships at all times.<br>• Interpersonal relationships will be conducted in a positive manner and in the best interest of service users, staff, members of the public and the organisation. |
| **Training** | • SPEC 1 and 2 and site-specific training. |
| **Support to Manager** | • Completes detailed daily reports as well as a monthly overview of the security for the hospital. |
| **Professional Development** | • Participates in annual performance review process including review of performance goals and identification of areas for professional development. |
| **Quality Improvement** | • Demonstrates an understanding of continuous quality improvement.<br>• Proactively engages in quality improvement initiatives aiming to improve service delivery.<br>• A quality, customer-focused service is provided at all times, which follows best practice. |
| **Cultural Awareness** | • The role will be supported to have an awareness of diverse cultures.<br>• Support and training is available to work with Maori patients and their whanau in a way that upholds tikanga best practice standards.<br>• Dedicated Maori Health staff who work within the services can assist to offer cultural support. |
| **General** | • Other duties as negotiated with your Manager.<br>• Support from the GM Maori Health and Vulnerable Populations is available. |

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| **Access and Outcomes** | • Supports efforts to improve access to services and achieve better outcomes for the communities we serve.<br>• Uses evidence and insights to identify barriers and opportunities for improvement.<br>• 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.<br>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.<br>• 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.<br>• Uses evidence and insights to identify barriers and opportunities for improvement.<br>• 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.<br>• 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.<br>• 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.<br>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.<br>• Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware. |
| **Specific Needs For Mental Health Inpatient Unit**<br><br>**(Wāhi Oranga)** | • Meet and greet at front door of unit.<br>• Search for potential issues and remind staff and visitors that drugs, weapons or lighters are not permitted.<br>• Check that patients leaving the unit have the required documentation.<br>• Where necessary take visitors/clients to suitable areas to ensure smooth running and de-escalation of issues.<br>• Assist people to get the information they seek either from clinical staff or information boards etc.<br>• Assist family members and visitors to meet with clients in appropriate spaces and when they are ready to leave, engage and support clinical staff as required to allow ease of exit. |

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| | • Ensure the security of the building at all times.<br>• Undertake night lock-up procedures and ensure the facility is safe for the night shift.<br>• Ensure nothing happens to physical space that could impede safe care.<br>• Assist with client movement to secure areas within the unit.<br>• Assist with client movement at meal times and to and from appointments.<br>• Support staff, as required, to have safe interactions with clients.<br>• Willingness to intervene in, and de-escalate, developing situations while maintaining a person centred approach.<br>• Strong sense of self and a non-judgmental attitude.<br>• Comfort engaging with clients and maintaining good personal boundaries.<br>• A sense of fun and openness to people and situations.<br>• Team focused. |

### Matters which must be referred to your manager

- Health and Safety

### Relationships

| External | Internal |
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| • [insert external relationships]<br>• Public<br>• Contractors | • [insert internal relationships]<br>• Staff<br>• Visitors<br>• Patients |

## About you – to succeed in this role

**You will have**

**Essential:**

**Qualifications / Skills / Experience**

- Demonstrate High level of customer service and customer focus.
- High level of interpersonal skills.
- Knowledge and experience of de-escalation techniques.
- Ability to work in a calm effective manner and de-escalate difficult situations
- Good standard of written and oral communication skills
- Ability to retain information to ensure accurate detail for incident report writing.
- Fit physically with good mobility.
- Understanding of Health & Disability issues.
- Understanding, empathetic and non-judgmental attitude towards patients and members of the public.

- Ability to establish rapport and 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 service user/patient welfare.
- Basic knowledge of Microsoft Office applications i.e. Word and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.
- A proven ability to work without supervision.
- Smart, tidy appearance.
- Drivers licence.

**Personal Attributes**

- Ability to communicate clearly to service users, staff, members of the public and Police.
- Preparedness to work within a team in a cohesive and efficient manner.
- The ability to get on well with others.
- Personal commitment to personal and professional standards.
- Able to work in a quiet, efficient manner.
- The ability to follow directions and pay close 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:**

- Knowledge of security procedures
- Experience in security or a related industry, however training will be given.
- A current First Aid Certificate
- Self-defense skills
- Radio-telephone 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:**

- Nil]

[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.