Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
Health New Zealand | Te Whatu Ora

Title	Radiology Clinical Assistant			
Reports to	Radiology Operations Manager			
Location	Nelson			
Department	Radiology			
Direct Reports	Nil		**Total FTE**	
Budget Size	**Opex**	Nil	**Capex**	Nil
Delegated Authority	**HR**	Nil	**Finance**	Nil
Date	April 2026			
Salary band (indicative)*	**Apex Medical Imaging Technologists MECA** Step 1 to Step 5 Clinical Assistants scale			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

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 cont.	Expected Outcomes / Performance Indicators cont.
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	• Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.

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 the RADIOLOGY OPERATIONS MANAGER

- **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:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors,

related industry and community interest groups and the wider national and international communities.

- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

LEADERSHIP COMPETENCIES	
Dimension	**Description**
Display self-knowledge	Actively seeks feedback and opportunities to improve
Think and act strategically	Identifies short term opportunities
Communicate a vision and sense of purpose	Lead others to achieve agreed visions and goals
Stimulate innovation and create immediate wins	Model and cultivate innovation and creative practices
Consolidate and continuously improve on strategic change	Consolidate improvements and remove barriers to change
Fosters a positive culture	Promote collaborative and ethical decision making
Empower others to act	Knowledge of the values, motivations and emotions influencing the work team
Build and maintains positive Relationships	Builds trust within a team and its members

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*