Health New Zealand
Te Whatu Ora

Wheelchair Technician Assistant

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Title	Wheelchair Technician Assistant			
Reports to	Wheelchair Technician, Occupational Therapy Community Clinical lead, Occupational Therapy Professional Lead			
Location	Taranaki Hospital David Street – Cover Taranaki Region			
Department	Wheelchair department			
Direct Reports	0		**Total FTE**	1 FTE
Budget Size	**Opex**	N/A	**Capex**	N/A
Delegated Authority	**HR**	N/A	**Finance**	N/A
Date	29/4/2025			
Job band (indicative)	PSA MECA			

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.
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About the role

The primary purpose of the role is to:

This position is responsible for the repairs, maintenance and modification of wheelchairs, as requested by therapists and/or the Wheelchair Technician. The role includes repairs for equipment funded through Enable NZ, ACC, Hospital or private customers. Repairs and maintenance can be completed at the wheelchair department, main residence or in the community.

The technician assistant will assist with the implementation of appropriate repair and review of wheelchairs under the guidance, support and/or supervision of a therapist or Wheelchair Technician. This role covers all age groups and several different medical diagnoses.

Key Result Area	Expected Outcomes / Performance Indicators
Technician duties and tasks performance	• Provide an effective repair, maintenance, breakdown and modification **service for wheelchairs** and specialised or custom seating as per training and guidance of a therapist / wheelchair technician. • Work with hospital short term loan wheelchairs and funded wheelchairs eg, MoH - Enable, ACC • Wheelchairs are repaired and maintained to a high standard according to **department / Hospital policies and contracts.** • Depending on progress, assistant to commence with low scope wheelchair repairs, dismantling and servicing of wheelchair and then move to medium and high scope (for example - assist with powered wheelchairs and programming). • Manufacture and maintenance services must comply with the minimum safety standards, contractual requirements and the manufacturers' specifications • Increase knowledge and learning of wheelchair products, and how to install and maintain a wheelchair. • Understands modifications and their impact on the function of the client using the wheelchair and work with the therapist to ensure best and safest solution is provided. • As training progresses, to be able to fit upholstery, components and accessories to wheelchairs. • As training progresses, to assist and attend wheelchair/seating clinics as requested by therapist/s and/or wheelchair technician • As training progresses, appliances and equipment are manufactured for outside agencies or private individuals if time allows • As training progresses, wheelchairs are set up for trial following written requests from therapists • Community visits are undertaken following a referral from an occupational therapist or breakdown request from patient / ACC / Enable NZ. • Refer to administrator expectations for compliance
Decision Making	• Ensures service delivery is completed by using time management skills and by prioritising workloads. • If unsure of repair or situation, assistant to discuss with Wheelchair Technician or Occupational Therapy leads. • Advises Wheelchair Technician or Occupational Therapy leads when hospital and funded wheelchairs are unsafe or uneconomical to repair and require replacement, when

Effectively contributing to the overall effective delivery of wheelchair services.	there are any concerns regarding the wheelchair technician role • Advises Wheelchair Technician or Occupational Therapy Professional Lead or Community Clinical Lead if any hospital equipment / tools are required to complete job tasks or any equipment failures have occurred • Stock supplies, materials and equipment are maintained to appropriate levels within the wheelchair workshop/store??? • Stock levels of wheelchair parts are maintained within approved budget levels, in consultation with the wheelchair technician and Professional Lead • Responsible to identifying own deficits • Monthly supervision and active participant in professional development.
Effective relationship and customer service Develops and maintains effective relationships with all stakeholders (stakeholders/customers include clients and family, staff, suppliers etc.)	• Maintains confidentiality and the right to privacy. • Advocates for and demonstrates a high standard of customer service. • Proactively maintains effective relationships with all internal and external customers. • Ensures timely and effective communication of information to other team members or interested parties, and ensures that feedback mechanisms are in place. This includes, verbal, written and body language. • Ensures team members are informed of any changes to procedures, policies, protocols etc. as appropriate. • Demonstrates cultural sensitivity. • As training progresses completes all Enable NZ and ACC wheelchair contract requirements and paperwork to ensure this can be correctly invoiced
Administrator, IT and processes	• Work within the hours and days set. If unable to be at work to contact Wheelchair Technician and Orthotic Administrator and Professional OT lead or Community OT lead • Annual leave – to discuss with Wheelchair Technician and complete process on Star-Garden, leave will be provided in accordance to the leave policy. • Be able to work with Outlook Calendar and ensure it is regularly updated for community safety and ability to book appointments. • Able to have computer skills for Microsoft Word documentation and completing online paperwork / documentation as required. • As training progresses, is able to complete ACC/Enable NZ job cards and funding process, manually and online. • As training progresses, is able to complete monthly tally sheet for wheelchair job tasks completed, for monthly report.

	• As training progresses, is able to work on Oracle (funding processes) and complete request for purchasing parts. • As training progresses, have a good understanding of the billing processes and importance of completing the information. • Assist with yearly stock take completion • Responsible for a clean and tidy workshop and wheelchair stores • Ensure clean, ready to go wheelchairs to be loaned to patients on discharge. • Complete any statistical or administrative tasks that is required within the role. • Complete online wheelchair training as per Enable NZ / ACC requirements. • Expectation is that as training progresses, assistant to become independent with wheelchair tasks, repairs and ordering for standard manual level 1, level 2 and power wheelchairs. This includes repairs, reviews, maintenance and seating requirements as per therapist review and/or client requirements.
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. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • 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. • Must work within all Health NZ policies and procedures, follow Enable NZ and ACC contracts and policy, working within the Occupational Therapy board requirements, and follow Taranaki Hospital Te Ahu values.

Matters which must be referred to the Wheelchair Technician

- Areas of learning
- If unable to come to work, contact Wheelchair Technician and Orthotics Administrator to give a reason for not coming in, what needs to be cancelled and approximate date of return.
- Complex repairs / clients
- Clarity of daily tasks and administrator.
- Discuss annual leave prior to sending request to Professional Lead.

Matters which must be referred to the Clinical / Professional Lead Occupational Therapy

- If Wheelchair Technician is on leave, Clinical or Professional lead are the main contact as per above information
- Significant concerns regarding role
- Conflict within the workplace
- Supervision
- Star Garden leave or special leave requirements.

- Hours of work (reduce, overtime or change requests)

Relationships

External	Internal
Enable NZ ACC Private companies dealing with wheelchair and seating / reps Private customers Clients and their families (at home, in workshop, supported living or rest homes) Other DHBs	Occupational Therapy Department at base and Hawera- inpatient and community services Child and adolescent therapists Human Resources Orderly services Hospital stores / purchasing Therapy assistants Orthotics IT team

About you – to succeed in this role

You will have

Essential:

- Some experience or interest in repairs and understanding of wheelchair and/or general mechanics
- Good communication and rapport building
- Eagerness to learn
- Able to work with empathy and care for clients with disablities and other cultures
- Good time management, reliable, punctional and actively learning whilst working.

Desired:

- Computer skills, Word documents, Outlook emails and calendar (preferred, not essential, as training to be provided)

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.
- Take care of own physical and mental wellbeing.
- 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.

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.