

Title	Allied Health Assistant - Restorative Care
Department	Waitematā Supported Transition and Restorative Team (START) Specialty Medicine of Older People (SMHOP)
Location	Health New Zealand (Health NZ) Te Whatu Ora Waitematā
Reports to (title)	Community Lead (Operational) Professional and Clinical Leader - Allied Health Assistant Portfolio holder (Professional) or Nursing equivalent (Professional)
Direct reports	Nil
Date	March 2025
Key Relationships	Internal • Waitematā START Inter-disciplinary team (IDT) • Health NZ Waitematā nursing, allied health teams • Other Allied Health Assistants, Health Care Assistants • Other Health NZ Waitematā staff • Waitematā Centralised Equipment Team (CET) External • Patients, whānau, family, caregivers • General Practitioner (GP)'s, Practice nurses, • Other healthcare providers and external agencies • Clinical educators and students

Our Purpose, Values and Standards

At the heart of Health NZ Waitematā is our promise of 'best care for everyone'. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day-to-day work. Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.



Purpose of the Role

The primary purpose of the role is to provide patient and whānau-centred culturally safe, support and care under the supervision of registered IDT clinicians within an interdisciplinary framework for Health NZ Waitematā START patients.

Key Tasks	Expected Outcomes
Clinical	- Deliver support and interventions as per patient care plans with a focus on promoting independence and restoring functional outcomes including: - Restorative and rehabilitative therapy - Personal Cares - Personal hygiene - Demonstrate understanding of the scope and boundaries of own practice and adherence to training and competencies - Use correct moving and handling and moving techniques. - Demonstrates competency and proficiency in the use of telehealth, where appropriate, to support the patient's engagement in care.
Communication	- Ensure all information is communicated effectively and professionally reflecting Health NZ Waitematā policy and standards - Establish and maintain relationships with patients, whānau and staff that acknowledge, protect and enhance mana - Document all patient related interactions, interventions, and recommendations in alignment to the Health NZ Waitematā's documentation policies.
Quality of Service	- Ensure all patient interventions are performed in line with the Care Plan, in an easily understood and compassionate manner - Act as patient advocate - Maintain effective and positive interpersonal and communication with members of the IDT, the patient, their family and whānau members and caregivers - Understand patient risk issues and processes for elevating and escalating urgent issues to the supervising clinician and/or members of the IDT as appropriate.
Quality Assurance	- Health NZ Waitematā policies and procedures are followed - Health NZ Waitematā core values are positively demonstrated - Is able to identify and recognise scope and boundaries of practice - Professional supervision is undertaken on a regular basis (as per Professional Supervision for Allied Health in Health NZ Waitematā policy) - Participates in, and completes, annual performance review (PDR) which is aligned with the service requirements and Health NZ Waitematā performance development guidelines. Objectives are reviewed on a regular basis - Responsibility is taken for own learning by recognising training and skill needs and undertaking professional development activities on an ongoing basis. - Engages in peer review and clinical and documentation audits on an annual basis for self and others as appropriate - Completes Health NZ Waitematā mandatory training - Patients' rights and privacy legislation are adhered to - Demonstrates professional behaviour at all times - Manage time and workload effectively. - Attend available education and seek out opportunities for professional development.
Te Tiriti o Waitangi (Cultural Safety and Diversity)	- Ensure all interventions are culturally sensitive and that cultural advisors, interpreters and other cultural supports are used as appropriate - Integrate a bi-cultural approach by demonstrating knowledge and commitment to working in accordance with Te Tiriti o Waitangi - Demonstrate respect, sensitivity and cultural awareness that acknowledge, respect and protect the mana of the individual - Support the expression of hauora Māori models of care.
Equipment Management	- Patient support equipment and resources are managed as per the service processes - Patient and their whānau and families are trained in the use of equipment as directed by the prescribing clinician and Care Plan - Equipment and resource record is maintained.

Key Tasks	Expected Outcomes
Te Tiriti o Waitangi	- Support the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori - Support tāngata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care - Support Māori oversight and ownership of decision making processes necessary to achieve Māori health equity - Support the expression of hauora Māori models of care and mātauranga Māori
Health and Safety	Contribute to a safe and healthy workplace at Health NZ Waitematā by: All Employees - Following and complying with Health, Safety and Wellbeing policies and processes and applying them to their own work activities, including using/wearing Personal Protective Equipment as required - Participating in activities directed at preventing and fostering inclusive, respectful and supportive relationships that promote wellbeing in the workplace - Identifying, reporting and self-managing hazards where appropriate - Early and accurate reporting of incidents at work and raising issues of concern when identified.
Privacy	Ensure that personal and health information (patient, staff, corporate) is managed in accordance with Health NZ Waitematā's privacy policies and relevant privacy laws and regulations, and that privacy breaches are investigated, reported and corrective action implemented in line with Health NZ Waitematā policy.
Recordkeeping	Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.

Person Specification

	Essential	Preferred
Qualification	Current full New Zealand driver's licence	- New Zealand Qualifications Authority (NZQA) Level 3 National Certificate (Health Assistant) - Rehabilitation certificate NZQA level 3 Health and Wellbeing Certificate
Experience	Experience working in a customer care-provider environment	- Acute, rehabilitation hospital or community experience in a caregiver role. - Experience working in an interdisciplinary (health care) team - Experience working with people with a variety of health needs and across a wide age range. Experience working with patients from a variety of cultural backgrounds
Skills/Knowledge/Behaviour	- Clear communication skills - Good interpersonal skills - Good time management and organisation skills - Able to meet physical demands of the job (transferring patients safely; fitting and delivering of equipment) - Adaptable and willing to learn - Strong team approach	- Basic computer skills would be an advantage. - Demonstrates an understanding of and appreciation for Māori models of health - Is committed to reducing inequities and improving health outcomes for all people - Understanding of Te Tiriti o Waitangi/ Treaty of Waitangi - High standard of clinical professional practice
Personal attributes	- Patient focus and demonstrate empathy - A mature and empathetic approach - Able to work autonomously (independently) to a required level without close supervision - Able to follow instructions with care and recognise role boundaries - Resourceful, shows initiative with a positive outlook.	