

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

<b>Title</b>	Allied Health Assistant
<b>Reports to</b>	Operationally: Unit Manager – Allied Health Professionally: Professional Leader, Physiotherapy
<b>Location</b>	Dunedin
<b>Department</b>	Strategy, Primary and Community Directorate
<b>Date</b>	August 2023

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 (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

<b>Wairuatanga</b>	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
<b>Rangatiratanga</b>	Ensuring that the health system has leaders at all levels who are here to serve	<i>"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"</i>
<b>Whanaungatanga</b>	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
<b>Te Korowai Manaaki</b>	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

### Allied Health Assistant

#### About the role

Allied Health, Scientific and Technical professionals work in health care teams providing a range of diagnostic, technical, therapeutic and direct patient care and support services that are critical to the other health professionals they work with and the communities they serve. This role will work collaboratively with all health professionals as well as the wider multi-disciplinary team throughout Te Whatu Ora in a way that is consistent with the organisation's vision and values. This includes interprofessional practice where multiple health workers from different professional backgrounds work together with patients, families, caregivers and communities to deliver the highest quality of care.

#### Purpose of the role:

- To support patients under the delegation and direction<sup>1</sup> of Allied Health professionals, Physiotherapists, Occupational Therapists, Speech Language Therapists, Dietitians and Social Worker.
- Implement therapy programmes and undertaking delegated tasks as directed by supervising registered Allied Health Professional.
- To function as a member of the Allied Health and Multidisciplinary teams. Please note: Allied Health assistant is not responsible for decision making in terms of patient care, planning and evaluation of care.
- To complete other Allied Health tasks and activities to support the functioning of the service.
- To participate in a weekend roster cover to carry out some delegated weekend tasks.

<sup>1</sup> *Delegation – the transfer of responsibility for the performance of an activity from one person to another with the former retaining accountability for the outcome.*  
*Direction – the process of directing, guiding and influencing the outcome of an individual's performance of an activity in relation to assigned aspects of care or a delegated activity, and providing support which enhances performance and or cultural safety.*

### KEY RESULT AREAS

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Delegated Clinical Responsibilities</b>	
<ul style="list-style-type: none"> <li>Under direction of relevant Allied Health professional(s), implements person centred goals/ programmes that takes into consideration client/patient preferences and interprofessional working</li> <li>Accepts responsibility for own actions and decisions within area of work</li> <li>Relays information and educates appropriately to the needs of the client/patient</li> <li>In partnership with the patient/client, monitor their progress toward expected outcomes</li> <li>Participates in on-going health education of patients/clients in a way that they can understand</li> <li>Facilitates client/patient responsibility to maintain and promote health</li> <li>Adhere to Southern District data capture business rules.</li> <li>Enters patient activity data using ABC -Allied Health data tool.</li> </ul>	<ul style="list-style-type: none"> <li>You show evidence of assisting others to achieve their goals (partnership)</li> <li>You demonstrate respect, empathy/understanding and interest in client/patients.</li> <li>You provide practical support for other team members to facilitate patient/client goals</li> <li>You are involved in Clinical Task Indicator sign off (Calderdale) for your delegated skills</li> <li>Data captured in real time with no retrospective or prospective data entry.</li> <li>At least 85% of the ABC users contracted time must be recorded in the ABC app.</li> <li>100% of the ABC user's daily data must be uploaded from their phone app to the ABC web app, reviewed and submitted within one business day</li> </ul>
<b>Communication</b>	
<ul style="list-style-type: none"> <li>Regularly reports information about the patient/client's intervention to relevant Allied Health professional</li> <li>Relays information to patients/clients in a way that protects their rights and to allow informed decisions.</li> <li>Uses a variety of communication strategies when required</li> <li>Establishes rapport and trust with client/patient/family/whānau</li> </ul>	<ul style="list-style-type: none"> <li>You update Allied Health professional/multidisciplinary team (MDT) on progress and effectiveness of interventions</li> <li>You have an ability to use alternative modes of communication</li> </ul>
<b>Teamwork</b>	
<ul style="list-style-type: none"> <li>Participate in and contribute to the functioning of the team</li> <li>Establish and maintain an effective working relationship with other colleagues</li> </ul>	<ul style="list-style-type: none"> <li>You participate as a team member to ensure the best outcomes for patients/ people</li> </ul>
<b>Clinical Competencies – Safe and Culturally Sensitive</b>	
<ul style="list-style-type: none"> <li>With support of others, identifies own level of competence, seeks assistance, advice and knowledge as necessary</li> <li>Takes responsibility for developing and maintaining identified competencies with support of appropriate Allied Health professional(s)</li> <li>Undertakes learning activities relevant to own role, shares knowledge gained with others</li> <li>Accesses supervision, debriefing and direction as necessary</li> <li>Practices in a culturally safe manner</li> </ul>	<ul style="list-style-type: none"> <li>You meet the mandatory training requirements of the work place and of the relevant Allied Health profession(s).</li> <li>You update your knowledge related to practice guidelines</li> <li>You keep and maintain a learning portfolio</li> <li>You maintain an up to date professional development plan</li> <li>You assist patients/clients to gain appropriate support and representation which reflects their cultural needs and preferences</li> </ul>

Legislative Requirements	
<ul style="list-style-type: none"> <li>Demonstrates knowledge of policies and procedural guidelines that have implications for day to day work</li> <li>As directed by Allied Health professional(s), practises in accordance with relevant legislation/codes/policies and upholds patients/clients' rights</li> </ul>	<ul style="list-style-type: none"> <li>You adhere to Southern District Health Board and legislative standards of practice</li> <li>You maintain confidentiality of patient information</li> </ul>
Documentation	
<ul style="list-style-type: none"> <li>Adheres to the Southern DHB Health Record Documentation Standards (District) (MIDAS 18773). NB: clinical notes will be monitored/supported by appropriate Allied Health professional</li> </ul>	<ul style="list-style-type: none"> <li>Your documentation is timely, clear, concise and accurate</li> <li>You demonstrate literacy and computer skills essential for own practice and to support other team members</li> </ul>
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with SDHB processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> <li>Live and support the DHB values in everything you do.</li> </ul>
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>

### Relationships

External	Internal
<ul style="list-style-type: none"> <li>Clients, patients, families, whanau and caregivers</li> <li>Services from the community, funding bodies, student or intern clinical liaison staff</li> <li>Primary care-GP's, and other medical staff</li> <li>Relevant professional organisations</li> <li>Other Service providers</li> </ul>	<ul style="list-style-type: none"> <li>AHS&amp;T Professional Lead Physiotherapy</li> <li>Multi-disciplinary colleagues</li> <li>Operational manager</li> <li>Clinical co-ordinator</li> <li>AHS&amp;T Professional Development Facilitator</li> <li>Administration staff</li> </ul>

### About you – to succeed in this role

### You will have

#### Essential:

- Education and Qualifications (or equivalent level of learning)
  - Year 11-NCEA Level 1 English (or equivalent)
  - Year 11-NCEA Level 1 Maths (or equivalent)
  - NZQA Level 3 qualification (or equivalent) *If not previously obtained; to be completed within 2 years of commencement or to be commenced within 1 year of employment.*
- Experience in implementing Te Tiriti o Waitangi in action
- Ability to learn new skills and competencies.
- Demonstrate ability to work under direction.
- Ability to work alone with client /patients in hospital/ home / community settings.
- Demonstrate understanding or knowledge of basic computer skills such as Microsoft Office applications.

#### Desired:

- NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Health Assistance Strand Be a member of Physiotherapy New Zealand
- Previous Allied Health Assistant experience
- Experience working in health/disability settings or with the general public

### 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, and have the stamina needed to go the distance
- Able to 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

### Knowledge and Skills

- Promotion of safety and independence under the direction of qualified allied health professionals, including the development and maintenance of functional skills with activities of daily living

- Provide assistance with any or all of the following tasks under the direction of a qualified allied health professional: personal cares, mobility (bed and chair transfers, ambulation, prescribed exercises), domestic tasks (including preparation of drinks / meals), and home visits (assessment of patient's function in their own home)
- Supervise and assist clients with rehabilitation programmes using appropriate techniques as designed by qualified allied health professionals
- Organising collection and delivery of equipment, mobility aids and assistive devices, and performing the appropriate administrative, cleaning (according to local infection control guidelines) and storing processes
- Participate in the smooth running of therapy workplaces, including monitoring and cleaning equipment according the relevant schedules and maintaining other supplies as directed
- Completion of general administration duties as required by delegated allied health professionals e.g. data entry and other record keeping duties
- Assist with cover for workload in other areas as directed
- Perform other duties relevant to the position as required
- Have a full and current NZ Driver's licence
- Base knowledge of first-aid and willingness to participate in annual CPR training
- Good communication skills including good written and spoken English
- Outstanding people and relationship building skills
- Ability to make the best use of time available, allocating the right time to the right activities, assigning priorities to tasks based on an understanding of importance and urgency requirements.
- Ability to recognise a person's willingness to participate and engage in the task process.
- Have knowledge and understanding of working under delegated responsibilities.
- Good self-awareness around abilities and limitations

### **Personal Qualities**

- Demonstrates a high level of interpersonal and communication skills
- Able to work in a supportive and honest manner, demonstrating initiative and problem solving ability
- Able to gain peer credibility and respect, and accept responsibility for own actions
- Have an appropriate presentation and standards of personal care and grooming
- Have an appropriate level of fitness and an ability to undertake physically demanding tasks safely
- Ability to work under direction of Allied Health Professional(s)
- Friendly and approachable

From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment and needs. - including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for your annual performance and development review.

*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.*

### Acknowledged / Accepted

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Employee

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Date

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Manager

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Date