



POSITION DESCRIPTION

Ringa Atawhai Health Care Assistant

Taumata Korero | Hauora Hokianga Vision and Values

Tirohanga Matua – Our Vision

Whānau Oranga

Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga

achieved through collaboration and service excellence

Ngā Pou Matua – Guiding Principles

To achieve our vision, we are committed to:

- Te Tiriti o Waitangi, the founding covenant of Aotearoa New Zealand,
- Equitable health and wellbeing outcomes,
- Provision of high-quality, integrated, and holistic health and wellbeing services,
- Offering a service with no cost at the point of need.

Ngā Whaingā Matua – Our Values

Rangatiratanga

leadership role modelled at all levels that supports self determination over one's health and wellbeing

Manaakitanga

expressed by extending respect, humility, kindness and honesty

Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

Turanga Mahi | The Position

Reports to: Hospital Services Manager

Job Status: Permanent, Part Time

Delegated Financial Authority (if applicable): n/a

Department/Team: Hospital Services

Direct reports (if applicable): n/a

Last updated: September 2025

Position Purpose

The primary objective of the Health Care Assistant position to undertake duties, under the supervision of a Nurse (RN, EN or Nurse Practitioner), that provides holistic nursing care for hospital patients and their whānau. This includes supporting a diverse range of patients and Residential Care residents with personal care, housekeeping, meal support, patient transfer and monitoring to provide a patient experience that is as comfortable and as stress-free as possible.

Kawenga Tikanga | Key Accountabilities

<p>Attend to patient care needs</p>	<ul style="list-style-type: none"> • Patients receive nursing care that is thorough and sensitive to their needs, including assistance with activities of daily living such as with personal cares and mobilising. • Reports back to a RN/EN/NP any concerns regarding patient care and patient safety. • Applies the principles of cultural awareness to all interaction with patients and whānau. • Generates promotion of healthy living practices to the patient and whānau. • Seeks guidance and clarification from an appropriate team member when uncertain about own role or responsibilities. • Records information as authorised in a legible and accurate manner with date, name and designation.
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Key Result Area	Expected Outcomes
	<ul style="list-style-type: none"> • Aware of all legal responsibilities and legislation relating to position. • Assists Residential Care Service in following patient care plan and interventions under supervision of Aged Care Coordinator, or RN/EN/NP including recording patient progress and health status. • Provide assistance in the birthing unit under supervision of a Midwife.
General housekeeping and safe care environment maintained	<ul style="list-style-type: none"> • Patient rooms and work areas are kept clean and tidy at all times. • Any hazards to patients, visitors or staff are identified and reported promptly to the registered nurse. • Attends to domestic tasks such as bed making, laundry and the serving of patient's meals, refilling water jugs and any other reasonable requests. • Minimise infection risk by correctly applying infection control principles including correct handwashing, termination of isolation room equipment, and minimising cross infection. • Responds immediately to unexpected patient event, e.g. falls and seeks immediate assistance. • Check stock levels, cleans and returns equipment after use and informs the appropriate team member of faulty equipment or shortages of supplies.
Displays a patient and whānau focused customer service	<ul style="list-style-type: none"> • Greets patients and their whānau in a courteous manner showing respect at all times. • Receives and directs visitors as necessary. • Takes messages and acts on requests appropriately. • Ensures responsiveness to the needs of the patient and/or whānau.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Demonstrates a good understanding of Health and Safety in the healthcare environment. • Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents. • Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting. • Seeks to prevent potential hazards in the work environment. • Reports all incidents/accidents, including near misses in a timely fashion. • Knows locations and current functioning of emergency equipment. • Makes prompt arrangements for structural and equipment defects to be repaired.

Kawenga Matauranga | Knowledge, Skills and Experience

Qualifications

- Hold a New Zealand Certificate in Health and Wellbeing (Level 3) or an equivalent qualification, or be actively working towards one
- Have at least one year of experience providing care in a hospital or residential care environment
- Full driver's licence is essential

Knowledge, Skills and Experience

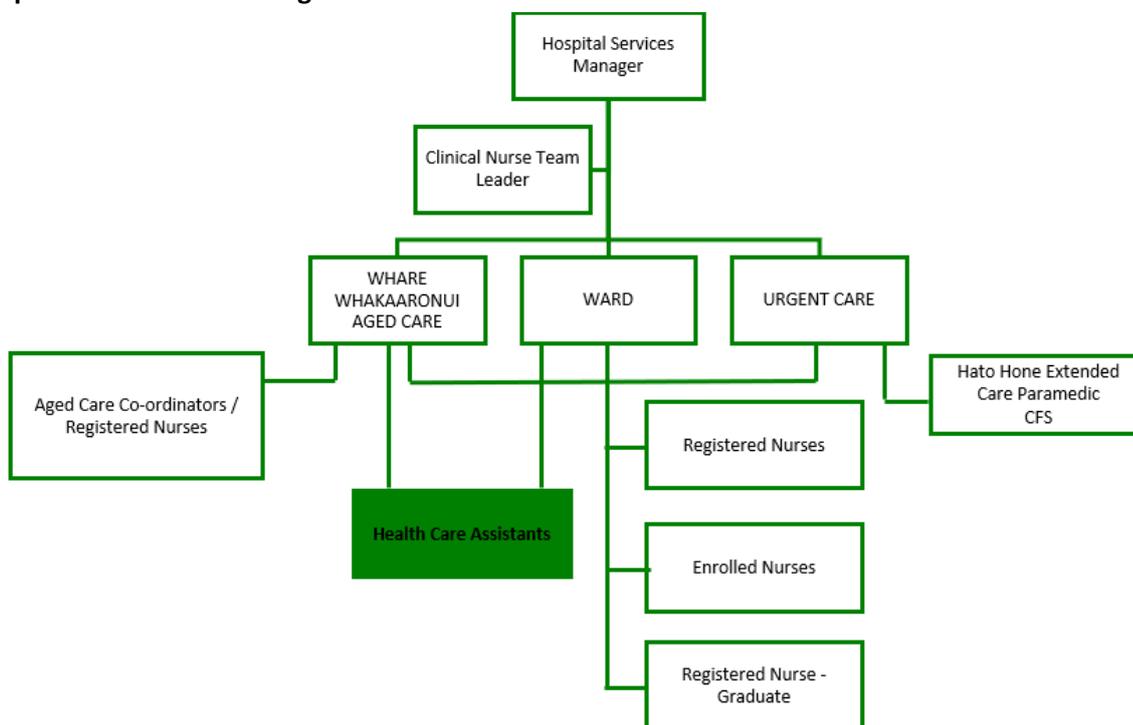
- Understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā.
- An understanding of palliative care and comfortable with caring for people who have a life limiting illness.
- Able to work under supervision as well as show initiative and be supportive to the team as a whole.
- Good communication, listening, and observational skills, with the ability to follow instructions and procedures.

Willingness to be hands-on with patients including patient care tasks such as washing and toileting.

- A commitment to professional development.
- Empathy and the ability to build rapport with patients and their whānau.
- Own health status able to meet demands of health care assistant duties
- Good computer skills, particularly in the use of MS Office suite of software
- Reliable, dedicated team member able to contribute positively
- Caring and professional manner in all aspects of work
- Able to work independently and as part of the multi-disciplinary team
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others
- Ability to act with sensitivity regarding rights to privacy and confidentiality

Kawenga Whanaungatanga | Relationships

Your place in Hauora Hokianga



Key Internal Relationships

- Hospital Services team
- Environmental services team
- Residents, patients and whānau
- Other managers and staff

Key External Relationships

- Groups, whānau and individuals from the community

Tuhinga Whakaae | Acknowledgement and Approval

Organisational Requirements

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga’s strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga’s policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and experience required will be reviewed in line with performance review and development process unless required earlier.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____