

**Allied Health Therapy Assistant**

**1. PURPOSE OF POSITION**

The Allied Health Therapy Assistant provides assistance to the Allied Health Therapists in their clinical work (Community, Rehab or Inpatients). The services Allied Health Assistant works with is Occupational Therapist, Physiotherapy, Speech language therapist and Dietitians. The Therapy Assistant role may include domestic, clerical and administration services.

**2. ORGANISATIONAL VALUES**

Te Whatu Ora Taranaki our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Te Whatu Ora Taranaki values are:

<b>Partnerships</b>	WHANAUNGATANGA	We work together to achieve our goals
<b>Courage</b>	MANAWANUI	We have the courage to do what is right
<b>Empowerment</b>	MANA MOTUHAKE	We support each other to make the best decisions
<b>People Matter</b>	MAHAKITANGA	We value each other, our patients and whanau
<b>Safety</b>	MANAAKITANGA	We provide excellent care in a safe and trusted environment

**3. DIMENSIONS**

<b>Reports to:</b>	Professional Lead Occupational Therapy / Clinical Lead community and Inpatient Occupational Therapy
<b>Number of people reporting to you</b>	-
<b>Financial limits authority</b>	-
<b>Operating Budget</b>	-

**4. WORKING RELATIONSHIPS**

External	Internal
Care givers Patient families/Whanau ACC External providers	Occupational Therapy Physiotherapy Dietitian Speech Language Therapy Allied Health teams Home support unit Nursing Staff Stores Admin/clerical staff Doctors

## 5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<b>1. Provision of an Effective Therapy Service</b>	Provision of Therapy Services to specified Allied Health professions: <ul style="list-style-type: none"> <li>• Assistance with treatment is provided under the direction and/or supervision of the Allied Health Therapist in charge of the client. (examples – equipment issue, set up and review, access visits, Enable NZ service accredited assistant)</li> <li>• Equipment and environment are prepared and organised prior to, and following treatment sessions.</li> <li>• Transferring of patients is performed to safe standards as per department protocols.</li> <li>• In the absence of clerical support, some clerical duties are undertaken.</li> <li>• Clerical/admin support is provided to therapists to facilitate improved patient care and service provision.</li> <li>• Cleanliness of the furniture and specialist equipment not attended to by the cleaning staff is maintained.</li> <li>• All supplies are ordered in accordance with department procedure.</li> <li>• Documents treatment/interventions given in clinical notes.</li> <li>• Responsible for inwards and outwards goods i.e. packaging and delivering of equipment between departments and suppliers.</li> </ul>

<p><b>2. Patient Care &amp; Customer Service</b></p> <p>To ensure that the customer receives the best possible care</p>	<ul style="list-style-type: none"> <li>• Knowledge of departmental/service policies and procedures is continually updated to ensure correct working procedures and quality assurance standards are met.</li> <li>• Communicates with staff to ensure quality service.</li> <li>• Promotes a friendly and secure environment.</li> <li>• Communicate with patients and staff in a friendly, clear, effective and helpful manner.</li> <li>• Demonstrates cultural sensitivity.</li> <li>• Maintains confidentiality and the right to privacy.</li> <li>• Complies with departmental documentation standards</li> <li>• Communicate change in patient condition back to AH therapist and Clinical staff in charge of patient.</li> </ul>
<p><b>3. Environment &amp; Facilities</b></p> <p>Environment and facilities are maintained</p>	<ul style="list-style-type: none"> <li>• Maintain environment and facilities to ensure effective, quality service provision.</li> <li>• Report equipment malfunction and facilities issues to therapists as required and action as appropriate.</li> <li>• Provide patients with a clean, tidy environment, enhancing patient and staff comfort and safety.</li> <li>• Proactive and responsible in respect to health and safety.</li> <li>• Adhere to organisational policies and procedures.</li> <li>• Regular cleaning of equipment is carried out according to requirements or as determined by therapists.</li> </ul>
<p><b>4. Teamwork</b></p> <p>The Therapy Assistant works effectively with the team to provide a quality service</p>	<ul style="list-style-type: none"> <li>• Promotes the fostering of a team environment that enhances partnership and co-operation.</li> <li>• Provides feedback and assistance to the development of Departmental policies and procedures.</li> <li>• Attends team meetings for Allied Health professions to stay informed with processes, team meetings and rapport building</li> <li>• Works under the guidance and direction of the allied Health therapist.</li> </ul>
<p><b>5. Staff Development</b></p> <p>Continual self-development ensures a good service is delivered to customers and the team.</p>	<ul style="list-style-type: none"> <li>• Participates in in-service education.</li> <li>• Shares knowledge and skills with others, as required.</li> <li>• Undertakes external Training as required e.g. Enable NZ Assistant service accredited</li> <li>• Responsible for own learning</li> <li>• Works within Allied Health professional board guidelines for assistants</li> </ul>

	<ul style="list-style-type: none"> <li>• Works within Union agreement – Multi Employer Collective Agreement (MECA)</li> </ul>
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Organisational Accountabilities	Expected Outcome for all Employees
<b>Health Equity</b>	<p>Te Whatu Ora Taranaki strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> <li>• The Pae Ora Framework which requires: <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi;</li> <li>○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the Te Whatu Ora Taranaki Pae Ora Framework;</li> <li>○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <li>○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> </ul> </li> <li>• You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures;</li> <li>• You must attend the Cultural Competency training provided by and for staff of the Te Whatu Ora Taranaki including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintains a safe and healthy environment</li> <li>• Complies with health &amp; safety policies and procedures</li> </ul>

Organisational Accountabilities	Expected Outcome for all Employees
	<ul style="list-style-type: none"> <li>• Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>• Complies with procedures and correctly use personal protective equipment and safety devices provided</li> <li>• Contributes to hazard identification and management process</li> <li>• Reports accurately near misses/incidents/accidents in a timely manner</li> <li>• Participates in health and safety matters</li> </ul>
<p><b>Personal Development</b></p>	<ul style="list-style-type: none"> <li>• Fully contributes to the individual’s team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li> <li>• Participates in the performance appraisal process where personal performance and development is reviewed.</li> <li>• Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li> </ul>

**6. VARIATION TO DUTIES**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

**7. CAPABILITY REQUIREMENTS**

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the **Allied Health** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p><b>Effective Communication</b></p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p><b>Decision Making/Problem Solving</b></p>

<b>Capability</b>
Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.
<b>Innovation/Initiative</b>
Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
<b>Resilience/Flexibility</b>
Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
<b>Cultural Safety</b>
Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.
<b>Teamwork</b>
Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

## 8. EDUCATION

- NCEA Level 3 or equivalent.
- Ability to undertake NCEA level 3 studies as required.

## 9. SKILLS

- Understanding of allied health professions and ability to establish effective therapeutic relationships with patients
- The ability to form and maintain working relationships with all staff.
- Demonstrate courtesy and effective written and oral communication skills.
- Has a commitment to quality and accuracy and is keen to learn and develop new skills
- Dedicated team player.
- Shows a caring but professional manner in all aspects of work. Is aware of and sensitive to all cultural issues.
- Able to cope with a high and varied workload including emergency situations.
- Time management skills and ability to prioritise.
- Demonstrate initiative and flexibility.
- Knowledge of Quality Assurance and accreditation principles, and a commitment of continuous quality improvement.
- Physically fit because of the heavy nature of the work.
- Proven tact, confidentiality and integrity.
- Demonstrate a positive attitude to all consumers.
- Current NZ driver's license

## 10. EXPERIENCE

- Previous experience in health sector (particularly aged care) desirable