

THERAPY ASSISTANT

Child and Adolescent Physical Therapy Team

1. PURPOSE OF POSITION

The Child and Adolescent Physical Therapy Team work with families to provide therapy, advocacy, education and support for children and young people with a diagnosed disability. This service is based at the Child and Adolescent Community Centre but is available across Taranaki through community visiting.

The Therapy assistant role will work alongside therapists and whanau to support the delivery of therapy services. The Therapy assistant may provide some domestic and clerical assistance within the team.

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:

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

3. DIMENSIONS

Reports to:	Team Leader, Child, and Adolescent Physical Therapy Team
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

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4. WORKING RELATIONSHIPS

External	Internal
Family/whanau/caregivers MOE staff	Physiotherapy Occupational Therapy Speech and Language Therapy Visiting Neurodevelopmental Therapist Wheelchair and Seating Therapist Social Work Allied Health Teams Pediatric Community Nurses Child Development Team Admin Team Pou Hapai, Te Pa Harakeke

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
1. Provision of an Effective Therapy Service	<ul style="list-style-type: none"> • Preparation of environment and equipment for and following therapy sessions. • Assistance with therapy provided under the direction and/or supervision of the registered Allied Health Therapist working with the family • Documents interventions provided in clinical notes. • Transferring of patients is performed to safe standards in line with department protocols. • Cleaning and maintenance of furniture and specialist equipment including toys. • Ordering of equipment and consumables • Responsibility for inwards and outwards goods i.e., packaging and delivering of equipment between departments and suppliers. • In the absence of clerical support, some clerical duties are undertaken.
2. Patient Care/Customer Service	<ul style="list-style-type: none"> • Works within Te Whatu Ora, departmental and service policies, and procedures. • Complies with Te Whatu Ora departmental and service documentation standards. • Promotes a professional and secure environment.

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	<ul style="list-style-type: none"> • Communicates with patients, families/whanau and staff in a professional, clear, and helpful manner. • Demonstrates cultural sensitivity. • Maintains confidentiality
<p>3. Environment & Facilities</p> <p>Environment and facilities are maintained</p>	<ul style="list-style-type: none"> • Maintain environment and facilities to ensure effective, quality service provision, including the maintenance and cleaning of specialist equipment and toys. • Report equipment malfunction and facilities issues to therapists as required and action as appropriate. • Considers Health and Safety of self and others and mitigates adverse events
<p>4. Teamwork</p> <p>The Therapy Assistant works effectively with the team to provide a quality service</p>	<ul style="list-style-type: none"> • Works within an MDT environment that enhances partnership and co-operation. • Provides feedback and assistance to the development of organizational, departmental, and service policies and procedures. • Contributes to MDT meetings • Works under the guidance and direction of the Child and Adolescent Physical Therapy Team.

Organisational Accountabilities	Expected Outcome for all Employees
<p>Health Equity</p>	<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"> • The Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi. ○ improving understanding of the determinants of ethnic inequalities in health, 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. ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori. ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework”

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Organisational Accountabilities	Expected Outcome for all Employees
	<p>published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy.</p> <ul style="list-style-type: none"> ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori. • 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. • 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.
Health and Safety	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> • Fully contributes to the individual's team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

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,

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deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

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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 Physical Therapy team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</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>Decision Making/Problem Solving</p> <p>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.</p>
<p>Innovation/Initiative</p> <p>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.</p>
<p>Resilience/Flexibility</p> <p>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.</p>
<p>Cultural Safety</p> <p>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.</p>
<p>Teamwork</p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success</p>

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8. EDUCATION

NCEA Level 2 -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 children, adolescents, and their whanau.
- Understanding of child disability health sector and accompanying needs of whanau/families
- The ability to form and maintain working relationships with 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
- Proven tact, confidentiality, and integrity.
- Able to cope with a high and varied workload including emergency situations.
- Time management skills and ability to prioritise.
- Demonstrate initiative and flexibility.
- Basic computer literacy - emails, electronic calendar, input own notes and documentation of work done
- Physically fit and healthy because of the physical nature of the work.
- Current full NZ driver's licence.

10. EXPERIENCE

Previous experience working with children, adolescents, and whanau desirable.

Experience of working in a health setting would also be advantageous.