

Position Description

Position Title	Allied Health Assistant
Service Group	Allied Health, Scientific and Technical
Team	Occupational Therapy
Reports to	Occupational Therapy Team Leader
Direct Reports	N/A
Authority Level	N/A
Issue Date	July 2019
Approved By	Occupational Therapy Professional Leader

The Bay of Plenty District Health Board

The District Health Board's fundamental purpose is to work within the resources allocated to it, to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

Vision: Healthy, thriving communities.

Mission: Enabling communities to achieve

Our Values: Compassion, All-one-team, Responsive, Excellence



The Bay of Plenty District Health Board (BOPDHB) is committed to the Treaty of Waitangi principles of Partnership, Participation and Protection, and to meaningful engagement in decision-making with Tangata Whenua at strategic, operational and service levels.

Delivering this commitment is through: the implementation of our He Pou Oranga Tangata Whenua Determinants of Health framework: respect for and promotion of our Kawa and Tikanga Māori; ensuring cultural safety; seeking to eliminate disparities in health between Māori and Non Māori.

All staff have a part to play in this commitment.

Primary Purpose

To support Allied Health Professionals (AHP) to provide quality service to patients and families utilising the services across the BOPDHB.



Key Responsibilities	Outcomes
1: Assist and work under the direction of Allied Health Professionals to meet the patients needs	<ul style="list-style-type: none"> • Provide support to the AHP with patient treatment in a variety of settings across the DHB (inpatient, outpatient and community) • Carry out treatment programmes following specific and delegated instruction by the AHP e.g. exercise programmes, facilitate the practice of functional activities, mobilisation, use of gym equipment, meal time reviews etc.. • Instruction and training is given by the AHP before intervention • Treatment programmes may include individual or groups • Be aware of precautions and contra-indications for treatment • Document patient activity/treatment following organisational guidelines on same day of action • Outcomes and observations are advised to supervising AHP • Ensures that where patients' have queries about their medical condition and/or treatment programme, that these are communicated to the AHP • Carries out activities related to patient care as required e.g. escorting patients, preparing files and equipment, restocking resources. • Measure for and instructs in the simple use of rehabilitation aids e.g. shower stool, OTF, crutches, when requested by AHP • Communicates with patients and staff in a clear and helpful manner • Shows awareness to the needs of people in times of stress and/or injury • Maintains confidentiality and the right to privacy • Accurate statistics are maintained • Additional tasks are agreed and completed as required through discussion with team leader
2: Perform various administrative duties	<ul style="list-style-type: none"> • Clerical duties as required including computer data entry • Accurate documentation is maintained • Relieves or carries out administration support duties as required • Attend and contribute to minute taking of meetings



2: Safe, ethical, legal practice	<ul style="list-style-type: none"> • Maintains safe clinical practice at all times by complying with clinical and legal standards • Ensures completion of mandatory training as set out by BOPDHB policy • Ensures understanding of instructions and limitations of practice • Informs the AHP/ Team leaders if they have not been trained to perform an activity/ or if uncertain of requirements of the patients' response at any stage of any activity • Care is patient focused and planned with regard to ethnic, cultural, religious and other individual needs. • Is aware of and upholds BOPDHB commitment to the Treaty of Waitangi and improvement of Maori Health
3: Equipment co-ordination, delivery, fitting and collection	<ul style="list-style-type: none"> • Monitor stock levels • Monitor delivery and collection in conjunction with other staff for maximum efficiency, safety and effectiveness • Equipment is effectively cleaned, labelled and stored upon return to store using safe practice • Effective loading and securing of equipment into vehicles using safe practice • Equipment is used according to manufacturer's instructions using safe work practices • Equipment use is demonstrated clearly and effectively to users • Work areas are clean, facilities and equipment are organised, maintained and presented for effective use • Checks safety of all equipment prior to use • Equipment accurately tracked • Vehicle usage is facilitated through liaison with transport department
4: Communication and Teamwork	<ul style="list-style-type: none"> • Use of a range of communication skills to establish and maintain effective therapeutic and working relationships • Participate positively as a member of the Allied health Team and wider MDT



5. Management of Self & People	<ul style="list-style-type: none"> • Management of self, time and resources to ensure performance is professional and supportive of the service and team goals. • Seeks assistance when required • Works collaboratively with other rehab assistants and provides cover as required • Desk file maintained and up to date • Promote team functioning by making a positive contribution to the team and by supporting team members • Participate in and use feedback from supervision to support and improve own performance
6: Management of Environment & Resources	<ul style="list-style-type: none"> • Promote an environment, which maximises patient safety, independence and quality of life whilst ensuring effective use of resources. • Demonstrate an awareness and understanding of service standards, policies, procedures and precautions • Demonstrate effective use of hospital resources
7: Acts in a professional manner, focused on delivery of excellent service	<ul style="list-style-type: none"> • Demonstrates commitment to quality service delivery and teamwork to achieve best outcomes • Identifies learning needs, reflects on own performance and participates in annual performance appraisal • Attend and actively participate in DHB in-service training programme • Ensure regular supervision as per BOPDHB protocol
8: Quality	<ul style="list-style-type: none"> • Every staff member within the Bay of Plenty is responsible for ensuring a quality service is provided in their area of expertise • Involved in strategic planning • Identify gaps in service • Guides setting and interpreting of standards within own area of expertise

Key Relationships

Internal	External
<ul style="list-style-type: none"> • All Clinical & Operational staff • Maori Service providers • Consumer Advisor and Family/Whanau Advisor 	<ul style="list-style-type: none"> • Service users, family and caregivers • All Community and statutory agencies • General Practitioners and other health professionals • Non-government organisations • Primary Health organisations



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Level 3 NZQA (or equivalent) Clean drivers license for manual and automatic cars 	
Experience		<ul style="list-style-type: none"> Previous Healthcare experience
Attributes	<ul style="list-style-type: none"> A positive and flexible attitude Strong communication skills (verbal and written) Approachable and helpful manner Empathetic to needs of a range of patients Motivated and keen to learn Physically fit to manage assistant workload Well-developed interpersonal skills Good organisational skills/ ability to prioritise Ability to work as part of a team as well as on own Basic IT skills 	<ul style="list-style-type: none"> Ability to build therapeutic relationships with consumers and carers Stress management skills, and be able to work cooperatively and respect lines of authority Problem solving skills; be able to undertake self directed work and seek assistance when needed. Friendly manner and sense of humour
Values	<ul style="list-style-type: none"> Demonstrates behaviours consistent with the BOPDHB values. 	

You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support BOPDHB initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the BOPDHB Health and Safety policies and protocols. This includes completing successfully any health and safety training provided by the BOPDHB.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All BOPDHB sites are smokefree environments.

Vulnerable Children Act 2014

Due to this position having contact with children and the BOPDHB's commitment to child protection, you will be subject to 'safety checks' under the Vulnerable Children Act at the time of hire and thereafter as per the relevant legislation.

Position Holders Declaration

I certify that I have read, understand, and agree to this position description.

Name: _____

Signature: _____

Date: _____





Attitudes and behaviours
We want to see

Outcome
Everyone we come into
contact with will feel...

Attitudes and behaviours
We don't want to see

C **Compassion**

Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people's dignity.

Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.

Notices, acknowledges and appreciates people's efforts and achievements, gives praise, making people feel valued.

Cared for and respected

Treated with respect and cultural sensitivity

Valued and engaged

Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn't act if someone's dignity is suffering.

Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people's backs. Rough behaviour.

Criticises people's efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.

A **All-one-team**

Shares knowledge and information openly and honestly, clearly explains and updates people on what's happening.

Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.

Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.

Clear about what's happening

Listened to

Involved in a partnership model

Withholds knowledge and information, leaves people confused or in the dark.

Doesn't listen, talks over people, dismisses or puts people down, makes decisions without consultation.

Doesn't trust or involve people in things that affect them. Excludes, overrides, micro manages.

R **Responsive**

Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.

Shows kindness. Is attentive to people's needs, supportive, helpful and willing. Often goes the extra mile for people.

Respects people's time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.

Positively welcomed

Supported, so they would want to be cared for or work here

We are flexible and efficient, and use resources wisely

Ignores people, snappy or aggressive tone of voice or behaviours, 'rushing' and saying "I'm too busy".

Passes the buck, says "it's not my job", unsupportive, does not take responsibility and leaves work for others.

Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.

E **Excellence**

Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.

Aims for the best results, always learning, developing skills, knowledge, and ways of doing things, and helping others to.

Consistently follows agreed, safe, best-practice.

Seeks, welcomes and gives constructive feedback, speaks up when they have a concern, coaches others' behaviour.

Part of a positive culture of high achievement

Things are always improving

Safe

We are role models who are open to feedback

A negative attitude, often moaning, complaining or grumpy. Focuses on problems.

Assumes they know best, resists change, not interested in learning or developing. Happy with 'good enough'.

Inconsistent, cuts corners, closed to new evidence.

Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.

