



JOB DESCRIPTION

POSITION TITLE	Healthcare Assistant
LOCATION	Taradale Rest Home & Continuing Care Elmwood Memory Care Home & Hospital
REPORTS TO	GM – Care & Villages
DIRECT REPORTS	Nil
LAST UPDATE	December 2025

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The Healthcare Assistant is responsible for providing compassionate, person-centred care that supports residents' daily living, personal care, and overall well-being. Through kindness, companionship, and practical assistance, the Healthcare Assistant helps residents maintain dignity, comfort, and independence while bringing moments of joy and connection into their lives.

KEY OBJECTIVES

- Building meaningful connections with residents, their families/whānau, staff, and other health professionals.
- Provide consistent, high-quality care that upholds residents' dignity, comfort and independence.
- Support residents with daily living activities in a way that encourages engagement, choice and enjoyment.
- Ensure safe and responsible handling of medications (when authorised) under the supervision of a Registered Nurse.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Clinical Care	• Attend to all aspects of a resident's personal hygiene and daily care as per the residents care plan. • Maintain high standards of hygiene, cleanliness and infection control in all care activities. • Administer medications safely, when required, following proper authorisation and under the guidance of a Registered Nurse • Ensure the privacy and dignity of residents, their families/whānau and friends particularly in end-of-life care and bereavement. • Use linen, equipment and supplies efficiently and responsibly. • Maintain a clean, safe and hygienic working environment to support the well-being of residents and staff. • Properly store, clean and maintain all equipment according to approved procedures. • Assist with meal service and ensure dining areas are cleaned and maintained. • Promptly report any changes in a residents condition or any incidents to the Registered Nurse on duty and document them accurately. • Carry out any other duties as assigned by the Registered Nurse, Clinical Care Coordinator, GM – Care & Villages and Clinical Quality Manager. • Comply with all policies and procedures of the Napier District Masonic Trust and those of each facility.
Relationship Management	• Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation eg, residents and their whānau, GPs, allied health professionals, contractors, suppliers etc to ensure effective communication and the smooth operations of the services NDMT provides.
Health and Safety	• Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents. • Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and civil defence emergency procedures (if applicable). • Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. • Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.
Cultural Awareness	• Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by

	embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	• Participate in all NDMT required training programmes. • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	• Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	• Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- New Zealand Certificate in Health and Wellbeing, or a similar qualification in healthcare or support services (*preferred*).
- Current First Aid Certificate (*preferred*).

Skills, Experience and Attributes

- Previous experience in a similar role, ideally in aged care or a similar healthcare setting (*preferred*).
- Proven ability to work effectively within a multidisciplinary team.
- Excellent communication skills, both verbal and written, and a compassionate, resident-focused approach.
- Proficient with computer systems and experience using healthcare management software is (*preferred but not essential*).