



Position Description

Position title:	Healthcare Assistant (Ward)	Date:	November 2025
Reports to:	Patient Services Manager	Department:	Ward
Number of reports:	Direct:0 Total (include indirect):0	Location:	Wellington
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

The Healthcare Assistant will contribute to healthcare provisions by performing direct and indirect tasks for patients, under the supervision of a Registered Nurse.

Key Relationships

Internal

- Senior leadership team
- Registered Nurses
- All other hospital employees

External

- Patients and their families
- Medical specialists

Key Accountabilities

General

- Perform delegated patient care activities according to their level of training and demonstrated competence under the supervision of a Registered Nurse
- Understand and practice within the Southern Cross Hospital policies and procedures, ethical and legal requirements
- Develop knowledge and skills through taking responsibility for their own learning and proactively participating in educational opportunities
- Contribute to the quality and continuity of patient care through effective workload management and teamwork
- Any other duties as directed by the Ward Manager

Patient Services

- Water jugs are collected and replaced daily as required
- Assists with meal service ensuring patients are able to eat and drink safely as directed, observing special requirements in meal selection and delivery
- Records appropriately on fluid balance chart
- Patient rooms are cleared of all linen and equipment on discharge, then prepared for admission tasks as directed
- Assists nursing staff in transporting patients to and from theatre and radiology

- Answers the Ward telephone calls in a professional manner, patient care needs are referred to a registered nurse

Utility Services

- Maintains the Ward kitchen in a tidy state throughout the shift including fridges, microwaves and dishes. Ensures kitchen is tidy at the end of the shift and cleans the fridges and microwaves weekly
- Completes the daily recording of fridge temperatures for both fridges in the ward kitchen
- Ensures all patients meals that are reheated are documented appropriately
- Ensures the Linen room is maintained with good supply of linen daily
- Completes weekly cleaning of IV poles, BP monitors and other equipment as indicated by the ward co-ordinator.

Safety, Quality & Risk

- Patient confidentiality is maintained and respected
- Uses the Incident Reporting system appropriately

Professional Development

- Completes core competency training which includes CPR Level 2, Fire Safety, Infection Control, Restraint Minimisation, Liten Up Manual Handling and Māori Quality Health
- Ensures uniform is kept clean and worn as per the uniform policy

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required: • Excellent time management and organisation skills Experience and skills desirable: • Previous experience within Healthcare	Education and qualifications required: • Completed Level 2 NCEA/ 6th Form Certificate • Excellent communication skills with a high standard of written and literacy skills • Competent with Microsoft Office applicants Word, Excel, and Outlook
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Leadership Attributes	
Human Centred Leadership • Empathy • Adaptability • Connection Performance Coach • Accountability • Engagement • Collaboration	Change Enabler • Execution • Energy • Contribution