The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Health Care Assistant

Reports to:	Clinical Nurse Manager
Division:	Student Health Services
Tenure:	Permanent
Location:	Hilcrest Campus
Date:	November 2025

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:
- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:
- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Student Services provides high quality integrated services that foster engagement, promote wellbeing and support students in achieving their academic goals. The work of the Division comprises the following student services: student recruitment, administrative processes from enrolment through to graduation, enquiry management, pastoral care, international student services, health, accommodation, counselling, disabilities support, career development services, sport and wellbeing, student surveys and student complaints and appeals.

The Director of Student Services is responsible for the overall management of the Division, with assistance from a team of Associate Directors including the Associate Director Student Health.

The University Health Service provides high quality, accessible health and wellbeing care to students. The integrated, multidisciplinary team supports the educational process by modifying or removing health-related barriers to personal development and learning.

Student Services Mission - To enable student success and wellbeing through collaboration, innovation and high-quality integrated services

2. POSITION PURPOSE

Undertake a range of administrative and clinical tasks, under the direction and delegation of the Clinical Nurse Manager and / or their delegate.

Assist the healthcare team in the provision of care, assessment and health promotion for university students.

Provide quality customer service to all persons interacting with Student Health Service.

3. ACCOUNTABILITY

The Health Care Assistant is responsible to the Clinical Nurse Manager

4. FUNCTIONAL RELATIONSHIPS

Internal: General practice team
Students
Integrated Student Health Services team
University of Waikato community

External: Medical, nursing and social support services in the Waikato community

5. KEY RESPONSIBILITIES

- Provision of key tasks to assist the nursing team. These include but are not exclusive to: recalls; data entry; cold chain monitoring; stock control; sterilising of equipment; supporting patients and collecting relevant patient information; assisting clinicians with minor procedures; restocking of clinical areas; some administration tasks; recording vital signs.
- Work collaboratively with the general practice team to deliver quality care
- Manage time and processes in efficiently to manage assigned tasks
- Elevate issues and concerns to clinical staff
- Focus on delivering quality care to students as directed
- Contribute to the achievement of the aims and objectives of the Student Health Service
- Demonstrates excellent customer service, collaboration, problem solving and priority setting.
- Incorporates Treaty of Waitangi principles into care delivery.
- Actively identifies any clinical/service risk, informs the Clinical nurse manager of incidents and contributes to continuous improvement
- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

Team Contribution

- Work effectively as a member of the Student Health Service team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of Student Health Service systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

6. PERFORMANCE STANDARDS

The Health Care Assistant will be performing satisfactorily when:

- Allocated tasks are performed efficiently and to expected standards.
- Students' needs are met in relation to allocated task.
- Student diversity is recognised, and students are treated with respect.
- Positive collaborative relationships are established with the team.
- Contributes to service improvement.
- University policies, procedures, relevant work standards and statutory obligations are complied with.
- Professionalism and appropriate confidentiality are maintained at all times.
- Duties are performed in accordance with the standards of the Student Health Service.
- Accurate records are maintained.
- Safe and healthy work practices are followed, and University policies, procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Good general education to at least NCEA Level 2 (or equivalent) including a good standard of English.

Desirable

- Current First Aid Certificate
- CPR -bystander level 1 minimum
- Level 4 primary care practice assistance or equivalent
- Te Mahi Awhina Tuatahi (Wintec)

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Desire and commitment to work in primary health care and/or experience as a health care assistant and/or experience working in general practice or a community-based service.
- Experience in the use of Microsoft Office products and ability to learn new IT systems.
- Willingness to participate in relevant education and skills-based training.
- Good written and oral communication skills.
- Excellent interpersonal skills.
- Ability to work independently and as part of a team.
- Phlebotomy experience or willingness to learn.
- Experience working with young people.
- Positive, solution focused attitude.
- Commitment to learning new skills.

Preferred

- Experience working in a healthcare setting.
- An interest, knowledge in the welfare/health needs of tertiary students.
- Knowledge, experience and interest in youth health, women's health.
- Knowledge of Te Reo / Tikanga and/or other languages.

PERSONAL QUALITIES

- Demonstrate enthusiasm, drive and energy.
- Excellent organisational and planning skills in managing a personal workload in a busy environment with competing priorities.
- Ability to work collaboratively and cooperatively in a multi-disciplinary team.
- Ability to relate to and be sensitive to the needs of a wide range of students from a variety of backgrounds and cultures.
- Ability to meet timeframes and work effectively under pressure.
- Commitment to a culture of openness, flexibility and cooperation and collaboration.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.