



Rehabilitation Assistant Position Description

| | | | |
|-------------|---|--|---|
| Position: | Rehabilitation Assistant (RA) | | |
| Reports to: | <input checked="" type="checkbox"/> Nursing Services Manager | <input type="checkbox"/> Residential Services Manager | |
| Service: | <input checked="" type="checkbox"/> Intensive | <input type="checkbox"/> Residential | |
| Location: | <input type="checkbox"/> Auckland | <input type="checkbox"/> Hamilton | <input checked="" type="checkbox"/> Wellington |

Role of ABI

Our Vision:

ABI Rehabilitation makes connections and creates opportunities enabling kiritaki (clients) to achieve health and wellbeing. Together we make a positive difference recognising the value of western science and mātauranga Māori.

Our Mission:

The mission of ABI Rehabilitation is to work in partnership with the kiritaki and whānau to restore wellness to the maximum extent possible whilst setting standards of excellence in neuro-rehabilitation.

Our Values:

- **Pono and tika - Honest and right**

We act with integrity, take pride in our mahi and are accountable for our actions. We provide the right services at the right time to support client centred rehabilitation

- **Pūkenga - Expertise and knowledge**

We commit to best practice in the science of rehabilitation, partnerships with mātauranga Māori expertise and to value the skills and knowledge of our kiritaki and whānau. We are passionate about learning and sharing knowledge

- **Mana ōrite - Work together equally**

As partners, we maintain the mana of all by being inclusive, valuing others world views and culture

- **Manaaki - Aroha, respect and support**

We value the mana of kiritaki, whānau, staff and stakeholders and engage with respect, kindness, aroha and support

- **Wairua - Spirituality**

We value holistic wellbeing and respect individuals spirituality and their spiritual connections with tangata (people), tīpuna (ancestors) and the taiao (environment).



Ngā mātāpono:

- **Rangatiratanga**
We support kiritaki and whānau to be self-determining and be leaders of their rehabilitation journey.
- **Kaitiakitanga**
We understand the roles and responsibilities of all people involved and engage with whānau as kaitiaki (guardian) for the kiritaki.
- **Manaakitanga**
We value the mana (integrity/prestige) of kiritaki and whānau, staff and stakeholders and engage with respect, kindness, aroha and support.
- **Kotahitanga**
We work collaboratively with kiritaki, whānau, staff and stakeholders on the rehabilitation journey.
- **Whanaungatanga**
We prioritise the importance of establishing positive relationships and connections with kiritaki, whānau and stakeholders.
- **Wairuatanga**
We work with kiritaki and whānau to understand their spiritual needs and connections and collaboratively develop plans to meet those needs.
- **Pūkengatanga**
We commit to best practice in the science of rehabilitation, partnerships with mātauranga Māori expertise and to value the skills and knowledge of our kiritaki and whānau.

Purpose of the Role

To work with clients who have sustained a Traumatic Brain Injury under the direction of Rehabilitation Professionals to provide safe, competent, effective, holistic client-centred care that enables the person to reach their maximum potential for independence and community integration, within the Philosophy and standards of ABI Rehabilitation New Zealand Ltd.

Clients and whānau are on average resident at ABI intensive services for about 30 to 40 days. During this time, the RA is the person who will spend most time with the client. The progress of the client towards their goals will be severely compromised if the RA fails to engage with the client and whānau and motivate them to participate in the programme.

The RA's role is to drive the client's 24/7 timetable and is only possible if the RA knows the client in detail e.g. their likes and dislikes, music tastes, privacy preferences, showering preferences, etc. The health-professional team has a responsibility to orientate the RA team and the RA team has a responsibility to learn from the client and their whānau; and knows their family-whānau.

To plan and undertake community based activities that promote community integration.



To maintain the highest possible levels of wellness and emotional wellbeing.

To provide the appropriate level of support to clients that enables them to achieve maximum independence in activities of daily living (ADL's) and domestic tasks e.g. hygiene, grooming, showering, toileting, mouth and nail cares, positioning and transferring, dressing, hair care, general presentation

To support clients with challenging behaviour in accordance with the agreed intervention programme

To promote independence based on the clients rehabilitation goals

Organisational Competencies

| | |
|----------------------------|---|
| Client Focus | Is dedicated to meeting the expectations and requirements of ABI; acts with clients and funders in mind; establishes and maintains effective relationships and gains trust and respect. |
| Integrity and Trust | Is widely trusted; is seen as a direct and truthful individual; keeps confidences; admits mistakes; does not represent him/herself for personal gain. |
| Drive for Results | Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; steadfastly pushes self and others for results. |

Key Relationships

| | | |
|--|---|--|
| Internal <ul style="list-style-type: none"> • Other members of the interdisciplinary team • All other Rehabilitation staff including support • Management Team | External <ul style="list-style-type: none"> • Clients/family/whānau | Committees/Groups <ul style="list-style-type: none"> • Quality Committee • Infection Control • Health & Safety • Any other groups established from time to time |
|--|---|--|

Knowledge, Experience and Skills required

Essential and Desirable

- Experience within rehabilitation environment, mental health or Health and Disability sector in New Zealand and specifically working with clients who have sustained a traumatic brain injury and other neurological conditions
- A current clean, full driver's licence is required to drive and accompany clients as required to community appointments/activities
- NCEA qualifications or equivalent
- Previous experience in rehabilitation environment or mental health, of interacting with people with a brain injury or similar
- Manual handling skills
- Good IT skills with a working knowledge of Microsoft Office



Specific Skills and Qualities

- Ability to promote independence in personal care with regard to personal preference / needs and dignity, recognising that individuals have rights and choices
- Ability to demonstrate a high level of literacy in English, both verbal and written
- Able to be consistent and follow a structured rehabilitation programme
- Able to problem solve effectively
- Able to record activity and communicate effectively in written and IT formats
- Effective time management skills
- Ability to demonstrate effective teamwork and be a team player
- Able to deal with stressful and difficult situations, work under pressure and apply consistent approaches
- Ability to work independently as well as under direction from health professionals
- Self-motivation, demonstrates initiative
- Ability to promote the highest possible level of independent functioning for clients
- Willingness to learn/develop professionally
- Able to demonstrate flexibility and cope with change
- Reliable, honest, patience, empathetic, creative, motivated and good sense of humour

| Key Accountabilities | Deliverables |
|--|--|
| Key Tasks Generally, the RA must: | <ul style="list-style-type: none"> • Know in detail the client's goals and the strategies and steps that has been worked out by the therapy team. The therapy and nursing teams have a responsibility to train and mentor the RA staff • Read the therapy notes daily and be aware of any changes • Know and observe the client's risk protocols • Report daily through the client notes, after each shift on progress against the goals and regarding the client's participation in the timetabled programme • Complete charts • Work with others as a team • Work with clients who have sustained a Traumatic Brain Injury under clinical direction so that the client reaches their maximum potential for independence within the philosophy and standards of ABI Rehabilitation • Provide support in meeting the client's personal needs |
| Drive the client's timetable in collaboration with the wider rehabilitation team | <ul style="list-style-type: none"> • Ensure that the clients' are engaged in the timetable that has been developed by the therapy team and to work creatively as part of the team to implement the timetable with a detailed awareness of the goals and strategies for the client and the risk protocols |



| | |
|--|---|
| | <ul style="list-style-type: none"> • Actively ensure all clients are treated with dignity and respect, observing specific cultural needs, at all times • Provide support with clients' personal needs as required but always taking into account that these will be opportunities to implement the strategies and steps within the rehabilitation programme <p>Measures</p> <ul style="list-style-type: none"> ○ CMS will evidence RA involvement in carrying out the timetable ○ Protocols will be signed by the RA ○ Trainer in the protocol needs to sign off competent ○ Documentation in CMS will support the implementation of the strategies and risk protocols ○ Feedback from the clinical team will support the RAs active involvement in rehabilitation interventions |
| Welcome, engage with and communicate effectively with clients, staff, families / whānau and support people | <ul style="list-style-type: none"> • Establish and maintain rapport and open communication with staff, clients and families • Maintain confidential information relating to clients / family / staff • Maintain personal and professional boundaries • Work according to ABI administration, professional, interdisciplinary and rehabilitation process, systems and activities • Report effectively through verbal and written communication and information systems any changes in the client's condition / situation or situation as documented in the client's notes / rehab programme / dairy <p>Measures</p> <ul style="list-style-type: none"> ○ Feedback from the clinical team will evidence the RA uses appropriate communication with staff, clients and families ○ Feedback from clients and families will support the RAs communication ○ The annual development review process will evidence the RA works to organisation policy regarding professional boundaries, systems and processes ○ CMS will evidence written documentation. Charts and intervention sheets will also be used to evidence that written communication meets the expectations of the organisation and legislation ○ Feedback from the clinical team will evidence verbal reporting – it is expected that the RA will be an active member of the team and will contribute at clinical review, handover, and goal setting meetings, as appropriate |



| | |
|---|---|
| Documentation – written | <ul style="list-style-type: none"> • Monitor and document client related progress towards achievement of goals in the client files/CMS after each shift • Read the therapy notes daily and be aware of any changes • Know and observe client's risk protocols • Use current in-house systems of documentation; complete charts <p>Measures</p> <ul style="list-style-type: none"> ○ CMS will evidence written documentation ○ Charts and intervention sheets will also be used as evidence that written communication meets the expectations of the organisation and legislation |
| Assist with individual client 24/7 rehabilitation needs | <ul style="list-style-type: none"> • On a daily basis to have a detailed knowledge of the client goals and strategies being implemented for own allocated clients • Carry out rehabilitation as directed by scripts / interventions and programmes developed by the professional rehabilitation staff • Support and enable clients in therapies / activities as per their individual timetables • Contribute and give feedback at clinical reviews to the development of client centred goals • Assist with programmed group activities as outlined in the activity schedules in conjunction with therapy staff • Give attention and time to learning how individual clients communicate their needs • Adhere to all client protocols and timetables by prioritising, and utilising time management skills • Drive and accompany clients as required to community appointments / activities • Ability to adapt to changing environment and client needs by demonstrating high levels of initiative • Deliver the appropriate information to colleagues to promote excellent client outcome • Attend all relevant clinical, team and family meetings • At the start of each shift, be familiar with any changes in the client's condition or situation as documented in client's notes / care programme / rehabilitation programme / diary / handover / updated protocols / facility email / report faulty equipment • Implement client goals as outlined in the current client care plans/rehabilitation plans • Assist with the formulation of specific client centred goals |



| | |
|--|--|
| | <p>Measures</p> <ul style="list-style-type: none"> ○ CMS will evidence the RAs knowledge and involvement of implementing client goals ○ Feedback from the clinical team will evidence the RA follows scripts and protocols as directed. CMS will also evidence the signing of documents, interventions, and protocols ○ The clinical team will feedback on the involvement of the RA in programmed group activities ○ The annual development review and monthly review meetings will evidence the RA is providing an appropriate level of support to clients; is promoting the independence of clients; and is supporting the agreed intervention programmes of clients with challenging behaviour |
| Assist in providing adequate food and fluid intake to meet individual requirements | <ul style="list-style-type: none"> ● Maintaining individual clients' food and fluid needs in consultation with the RN's, SLT's and Dietician ● Adhere to protocols for safe swallowing ● Maintaining hygiene standards in relation to food preparation e.g. Hand washing, food handling, utensil cleaning, and protection of clients clothing and property. Cleaning the client and the immediate environment afterwards <p>Measures</p> <ul style="list-style-type: none"> ○ Feedback from the RN and/or SLT will evidence the RA is managing clients food and fluid needs appropriately and that hygiene standards in relation to food are being followed ○ Documentation on CMS will evidence the RAs adherence to food and fluid protocols |
| Undertake domestic household chores as required | <ul style="list-style-type: none"> ● Complete as required – cooking, cleaning and washing tasks for the house ● Make and change beds, empty commodes and cleaning of equipment such as wheelchairs where needed |
| Able to implement all safety and emergency procedures | <ul style="list-style-type: none"> ● Be familiar with and be able to implement all ABI safety and emergency procedures ● Attend annual training updates in emergency procedures e.g. fire, CPI, CPR, choking, swallow, medication, PEG feeding, and basic vital sign checking ● Adhere to OHS standards for manual handling <p>Measures</p> <ul style="list-style-type: none"> ○ Attend annual fire safety and emergency training ○ Attend annual manual handling refresher |



| | |
|--|---|
| Follow the basic components of infection control | <ul style="list-style-type: none"> • Become familiar with and follow the company's policies and procedures on infection control e.g. hand washing / personal hygiene, food hygiene, use of protective equipment, disinfecting surfaces / equipment and correct handling of clean and soiled linen <p>Measures</p> <ul style="list-style-type: none"> ○ Attend annual Infection Control update ○ Documentation on CMS evidences the RA follows procedures and protocols in relation to infection control ○ Feedback from the RN evidences the RAs understanding and compliance with infection control standards |
| Play an active role in staff and client/family education | <ul style="list-style-type: none"> • Participate in orientation for new staff e.g. buddying • Assist with and attend ongoing staff education • Be responsible for your own external professional development <p>Measures</p> <ul style="list-style-type: none"> ○ Feedback from the clinical team evidences the RAs involvement and participating in buddying of new staff ○ Staff training records will support the RAs attendance at in-service training, refresher days, and ongoing education ○ The annual development review will evidence ongoing professional development of the RA |
| Maintain professionalism at all times | <ul style="list-style-type: none"> • Being punctual in attendance for your rostered shift • Advance notice to be given of inability to attend shift through sickness, family issues, etc. • Be able to accept guidance and supervision from the Registered Nurses and other allied health professionals • Adhering to the Health & Disability Services Code of Client Rights • Adhere to the company's uniform and dress code. • Answer the telephone and 'meet and greet' visitors to the service <p>Measures</p> <ul style="list-style-type: none"> ○ Feedback from the clinical team will evidence punctual attendance ○ Feedback from the Human Resources Department will evidence correct procedures have been followed by the RA in relation to sick notification, leave applications, and any other HR issues ○ Feedback from clients and families will give evidence in regard to the Code of Client Rights |



| | |
|--|---|
| <p>Clinical Duties</p> | <ul style="list-style-type: none"> • Complete competency skills tests as directed by Nursing Team Manager, e.g. medication, peg, trachea • Suction machine training and attainment of relevant competency • Basic vital sign checking, including blood sugar levels • Achieve medication competency within three months of commencement of role to administer medications as required • Achieve PEG feed competency within three months of commencement of role to administer PEG feeds as required <p>Measures</p> <ul style="list-style-type: none"> ○ Feedback from the Nursing Team Manager, or the Senior RN will evidence clinical competency of the RA in relation to ADLs, medication management, PEG feeding, and trachea cares |
| <p>Continuous Quality Improvement</p> <p>ABI is committed to the concept of continuous quality improvement. All ABI services, teams and staff have responsibilities at both a professional level and a service level to understand and participate in CQI activities as an integral part of their position.</p> | <ul style="list-style-type: none"> • Identify opportunities for quality improvement projects • To actively participate, develop and implement identified quality initiatives that have been approved |
| <p>Communication</p> <p>ABI staff are bound by the provisions of the privacy Act and the Health and Disability Code, ABI policies and contractual provisions when they are communicating with clients, families/whānau, other members of the public and other health professionals.</p> | <ul style="list-style-type: none"> • Maintain effective interpersonal relationships with staff, clients, families-whānau and external stakeholders • Handle problems and complaints sensitively, following ABI policies and procedures |
| <p>Treaty of Waitangi</p> <p>ABI is committed to its obligations under the Treaty of Waitangi.</p> | <ul style="list-style-type: none"> • As an employee, you are required to give effect to the principles of the Treaty of Waitangi. • The principles that apply to our work are as follows: Tino rangatiratanga: The guarantee of tino rangatiratanga, which provides for Māori self-determination and mana motuhake in the design, delivery, and monitoring of health and disability services. |



| | |
|--------------------------------|---|
| | <p>Equity: The principle of equity, which requires the Crown to commit to achieving equitable health outcomes for Māori.</p> <p>Active protection: The principle of active protection, which requires the Crown to act, to the fullest extent practicable, to achieve equitable health outcomes for Māori. This includes ensuring that it, its agents, and its Treaty partner are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</p> <p>Options: The principle of options, which requires the Crown to provide for and properly resource kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</p> <p>Partnership: The principle of partnership, which requires the Crown and Māori to work in partnership in the governance, design, delivery, and monitoring of health and disability services. Māori must be co-designers, with the Crown, of the primary health system for Māori.</p> <ul style="list-style-type: none"> It is essential that ABI employees have an understanding of Te Ao Māori. This includes an awareness of traditional and contemporary Māori, whānau/hapu structures, key Māori concepts and Māori legislation. |
| Health and Safety | <ul style="list-style-type: none"> Take all practical steps to ensure a safe work place and environment Observe, understand and comply with relevant legislation and regulations of the Health & Safety At Work Act (2015). Attend training as directed in fire evacuation, manual handling Hazard identification and reporting |
| Quality and Performance | <ul style="list-style-type: none"> Maintain professional and organisational quality standards. Ensure delivered work is planned, delivered, and implemented consistently against quality standards. Continuously identify improvement opportunities to perform job in an effective manner. Investigate opportunities to achieve goals in a more efficient way. Performance is in alignment with HR quality standards, organisational requirements and professional standards. |



| | |
|----------------------|---|
| Documentation | <p>The appointee has responsibility, in particular, for reading, signing off understanding and observing in daily practice the following Policies, procedures and documents</p> <ul style="list-style-type: none"> • ABI Mission, Vision Values and Ngā Matapono • ABI Strategic Plan • ABI Quality and Risk management Plan • ABI Health and Safety Manual • Te Hekenga-ā-ora |
|----------------------|---|

Note: The above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the jobholder and the manager.