

## Position Description

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<b>Position</b>	<b>Radiology Clinical Coordinator</b>
<b>Team / Service</b>	Radiology Department, Wellington Hospital
<b>Directorate</b>	Hospital Operations
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Radiology Operations Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work at Wellington and Kenepuru hospitals

## Health New Zealand

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The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Health New Zealand.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Team/Service Perspective

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The Radiology Department serves the population of the Wellington and Kapiti Coast areas. Radiology Services provide a wide range of diagnostic and interventional imaging for CCHV and adjacent regions, including Angiography, CT, Fluoroscopy, Mammography, MRI, Nuclear Medicine, Ultrasound and General Radiography.

### Mō tō mātou rōpū

The service is multi-disciplinary, employing Radiologists, Nurses, Administration Support Staff, Medical Imaging Technologists (MITs) and Sonographers. The Radiology department is a training institution for Radiology Registrars, MITs and Sonographers.

We offer a supportive workplace culture with a commitment to your on-going professional development and well-being, and we have a strong focus on ongoing quality improvement and constructive relationships with clinical colleagues. The Radiology Department also holds International Accreditation New Zealand (IANZ) accreditation.

## Purpose of the role

This newly created role supports the Radiology Clinical Operational Leadership Team to improve service performance and patient flow across Capital, Coast, and the wider CCHV District. It provides clinical oversight of referral triage, outsourcing, and capacity management, ensuring timely and efficient access to imaging aligned with national health targets such as Faster Cancer Treatment (FCT), Emergency Department flow, First Specialist Assessments (FSAs), and elective treatment access.

The role supports production planning by aligning demand and capacity, monitoring performance, and adjusting workflows. By taking on key coordination responsibilities, this role will relieve radiologists and administrative staff from operational tasks, allowing them to focus on clinical care and high-value functions.

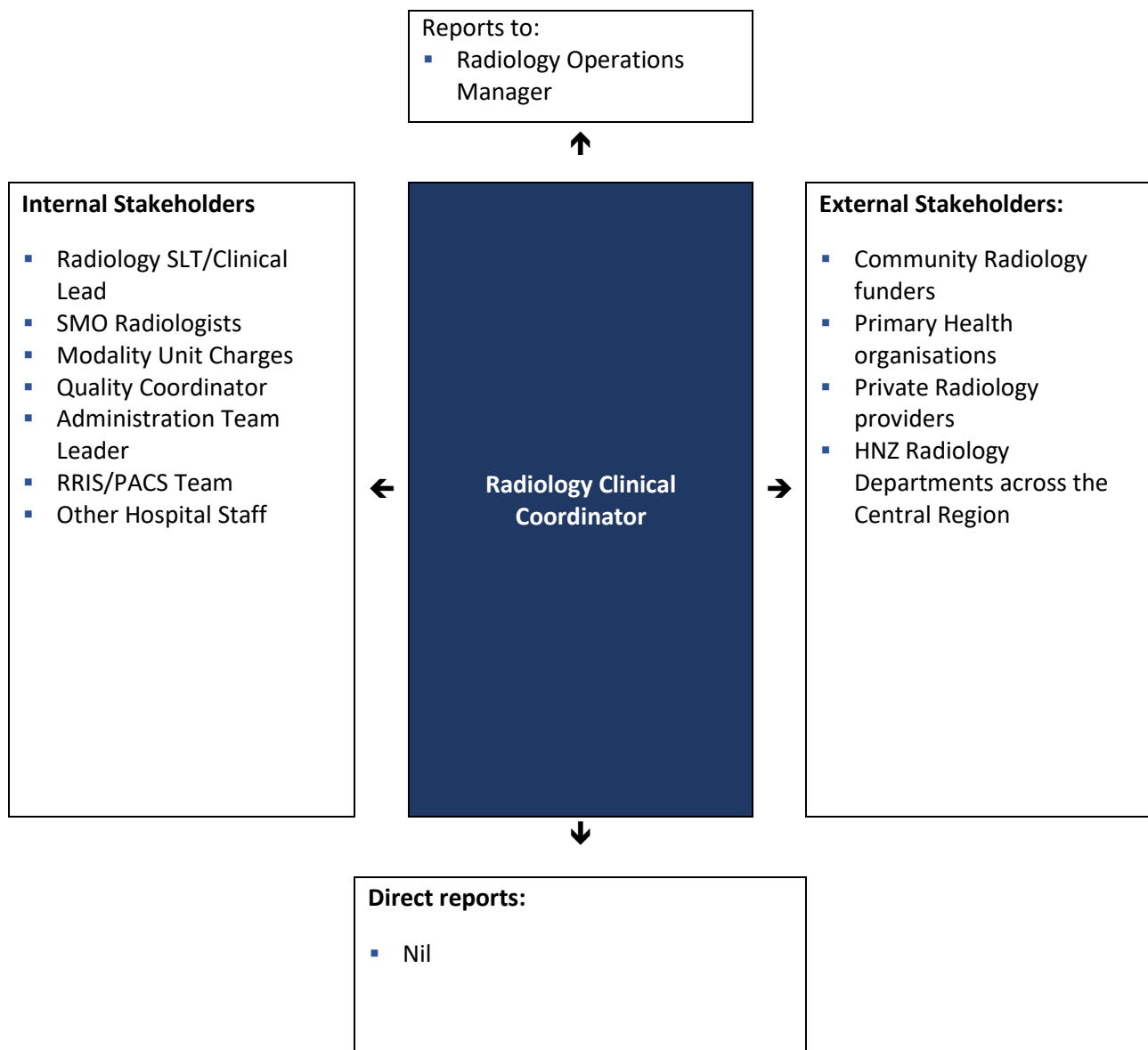
As the Radiology Clinical Coordinator, you will provide clinical oversight of referral triage, outsourcing, and Radiology service capacity management, ensuring timely and efficient access to imaging services. You'll work closely with modality leads, radiologists, and external providers to streamline workflows, reduce delays, and support strategic decision-making.

You will also support data-informed service improvement, working alongside analysts to monitor imaging capacity, wait times, and outsourcing utilisation, and contribute to quality improvement initiatives across the service.

This role is ideal for a senior MIT with strong clinical knowledge, time management, and problem-solving skills, looking to step into a leadership and coordination position.

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## Key Relationships & Authorities



## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

The following expected results are provided as a guide for performance standards. The annual performance measurements will be discussed and agreed between the position holder and manager as part of annual performance planning and development.

- Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies Health New Zealand's policies and processes and contributes to a culture of safe practice
- Maintain a strict sense of professional ethics, confidentiality and privacy and abide by Health New Zealand's Code of Conduct
- Respond to the changing needs of the hospital, performing other tasks as required
- Champion equality and diversity in the workplace including the Treaty of Waitangi

Key Accountabilities	Deliverables / Outcomes
<b>Radiology Referral Triage</b>	<ul style="list-style-type: none"> <li>▪ Provide clinical oversight of the triage process for incoming radiology referrals, ensuring prioritisation aligns with clinical urgency, national guidelines, and service capacity.</li> <li>▪ Collaborate with radiologists, modality leads, and administrative teams to streamline referral workflows and reduce delays.</li> <li>▪ Monitor referral volumes and waitlists, identifying bottlenecks and initiating corrective actions to support timely access to imaging.</li> <li>▪ Ensure triage decisions support national health targets, including Faster Cancer Treatment (FCT), First Specialist Assessments (FSAs), and elective care pathways.</li> </ul>
<b>Production Planning</b>	<ul style="list-style-type: none"> <li>▪ Provide clinical input into weekly and long-term production planning processes, ensuring imaging capacity aligns with patient demand and service priorities.</li> <li>▪ Monitor actual performance against planned activity, identifying mismatches and initiating timely adjustments to maintain service flow.</li> <li>▪ Collaborate with modality leads, radiologists, and administrative teams to optimise scheduling, resource allocation, and throughput.</li> </ul>
<b>Strategic and Operational Outsourcing</b>	<ul style="list-style-type: none"> <li>▪ Lead and coordinate outsourcing of radiology services to external providers, ensuring alignment with clinical priorities, service capacity, and funding parameters.</li> <li>▪ Make informed decisions on acute and routine outsourcing based on demand forecasts, waitlist pressures, and available internal resources.</li> <li>▪ Monitor outsourcing utilisation and expenditure, ensuring cost-effectiveness and optimal use of allocated budgets.</li> <li>▪ Collaborate with external providers to maintain service quality, contractual compliance, and timely reporting.</li> <li>▪ Work with Radiology Business Analyst to provide data-informed recommendations to support strategic planning and continuous improvement in outsourcing practices.</li> </ul>

<b>Data Monitoring and Service Performance</b>	<ul style="list-style-type: none"> <li>▪ Work with the Radiology Business Analyst to monitor imaging capacity, wait times, reporting turnaround, and outsourcing utilisation.</li> <li>▪ Use data to identify service gaps, inform decision-making, and support continuous improvement initiatives.</li> <li>▪ Provide regular reporting to the Radiology Senior Leadership Team to support strategic planning and performance tracking.</li> </ul>
<b>Quality Improvement and Governance</b>	<ul style="list-style-type: none"> <li>▪ Collaborate with the Quality Coordinator to ensure radiology pathways and protocols are aligned with best practice and national health targets.</li> <li>▪ Analyse breaches in health targets (e.g., FCT, ED delays, FSA wait times) and recommend process improvements.</li> <li>▪ Lead or support quality improvement initiatives that enhance workflow efficiency and patient experience.</li> </ul>
<b>Stakeholder Engagement and Communication</b>	<ul style="list-style-type: none"> <li>▪ Establish and maintain effective working relationships with internal stakeholders (e.g., modality leads, radiologists, operations managers) and external providers.</li> <li>▪ Facilitate clear communication across teams to support coordinated service delivery and timely escalation of urgent imaging needs.</li> <li>▪ Represent the Radiology service in district and regional forums as required.</li> <li>▪ Attend and actively participate in meetings and other forums as required.</li> </ul>
<b>Staff Support and Workflow Implementation</b>	<ul style="list-style-type: none"> <li>▪ Provide orientation and support for radiology staff on new workflows, triage processes, and outsourcing protocols.</li> <li>▪ Build capability within the team to manage capacity constraints and clinical prioritisation effectively.</li> <li>▪ Ensure staff understand and comply with updated operational policies and procedures.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities.</li> </ul>

## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>Builds constructive, respectful, and collaborative relationships across clinical, administrative, and external teams.</li> <li>Communicates clearly and diplomatically, especially when resolving sensitive or complex issues.</li> <li>Demonstrates cultural awareness and works inclusively with diverse teams and communities.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Identifies root causes of delays or inefficiencies and develops practical solutions.</li> <li>Collaborates with analysts and modality leads to address system-level challenges.</li> <li>Uses data to inform interventions and monitor outcomes.</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Leads and supports quality improvement initiatives across the Radiology service.</li> <li>Encourages innovation and continuous improvement in workflows and patient pathways.</li> <li>Uses insights from data and frontline experience to drive service enhancements.</li> </ul>
<b>Negotiating</b>	<ul style="list-style-type: none"> <li>Builds consensus across clinical and administrative teams to support coordinated service delivery.</li> <li>Engages constructively with external providers to ensure quality and value in outsourcing.</li> <li>Maintains positive working relationships while advocating for service needs.</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>Coordinates people, systems, and resources to ensure smooth radiology operations.</li> <li>Manages multiple priorities effectively, maintaining focus on quality and timeliness.</li> <li>Maintains accurate records and systems to support transparency and accountability.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>Develops clear objectives and success measures for triage, outsourcing, and capacity management.</li> <li>Anticipates service demands and adjusts plans proactively to maintain patient flow.</li> <li>Uses data and stakeholder input to inform strategic and operational planning.</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Makes sound clinical and operational decisions based on evidence, experience, and judgement.</li> <li>Balances service efficiency with patient safety and equity.</li> <li>Communicates decisions clearly and supports others in understanding rationale and implications.</li> </ul>

Competency	Behaviours
<b>Operational Resilience</b>	<ul style="list-style-type: none"> <li>▪ Maintains service continuity during periods of high demand or resource constraints.</li> <li>▪ Develops contingency plans to minimise disruption and ensure timely imaging access.</li> <li>▪ Responds calmly and effectively to urgent operational challenges.</li> </ul>
<b>Healthcare Compliance &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Ensures compliance with relevant health, safety, and regulatory standards.</li> <li>▪ Promotes a culture of safety and accountability within the Radiology team.</li> <li>▪ Supports governance processes and contributes to maintaining accreditation standards.</li> </ul>

## Experience and Capability

### A. Knowledge, Skills & Experience:

- Proven clinical knowledge and experience in diagnostic imaging and intervention.
- Strong customer service orientation with demonstrated problem-solving, critical thinking, and time management skills.
- In-depth understanding of radiology clinical systems and their impact on clinical and administrative workflows.
- Familiarity with radiology systems and IT infrastructure.
- Experience in radiology informatics or clinical coordination (desirable).
- Project management and/or change management experience (desirable).
- Familiarity with outsourcing processes and external provider engagement (desirable).

### B. Essential Professional Qualifications / Accreditations / Registrations:

- Hold a scope of practice and be registered with the NZ Medical Radiation Technologist Board

### C. Someone well-suited to the role will place a high value on the following:

- Excellent verbal and written communication.
- Collaborative teamwork across multidisciplinary settings.
- Innovation and proactive service improvement.
- Sound judgement, decision-making, and delegation.
- Positive influence and motivation of others.
- Independent working and leadership in service coordination.
- Commitment to equity, patient and whanau centred care, and continuous improvement.

**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Health New Zealand is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

**Date Effective** \_\_\_\_\_

**Radiology Operations Manager's  
Name &  
Signature** \_\_\_\_\_

**Employee's Name &  
Signature** \_\_\_\_\_