

Position Description

Position	Care Capacity Demand Management (CCDM) Project Support Coordinator
Team / Service	Care Capacity Demand Management
Directorate	Hospital Operations
District	Capital, Coast & Hutt Valley
Responsible to	CCDM Programme Manager
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Wellington Hospital with visits to Kenepuru Hospital, Hutt Hospital and Ratonga Rua-o-Porirua.

Te Whatu Ora

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

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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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.

Te Mauri o Rongo

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

District Responsibility

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.

Te Whatu Ora 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.

Group Perspective

The Hospital Operations Group is one of six within Capital, Coast and Hutt Valley district's provider services. Services and specialties within the group range from primary to tertiary level with service provision for the district, the central Region and wider Regions. The group operates from three sites across the district including Wellington Regional, Hutt and Kenepuru hospitals.

The key areas of focus for the Hospital Operations Group are:

- To ensure effective patient flow across all sites and regionally
- To maintain a responsive Emergency Department Service which strives to meet clinical demands in a timely manner and in accordance with national KPIs.
- To deliver high quality Intensive Care Services to the local district and the region
- To lead the management of emergency responses at a local level.
- To strengthen a quality and patient safety culture through an effective clinical governance model
- To maintain effective administrative support to all clinical areas
- To develop new models of care to manage hospital demand and flow supporting best use of Inpatient bed resources and to ensure the safe management of people with complex healthcare needs
- To lead expanded collaboration with Hutt Valley and Wairarapa to establish wider regional clinical services.

Team Perspective

This position is part of the Care Capacity Demand Management (CCDM) team, which is part of the Integrated Operations Centre. The team works across all components of the CCDM work programme, providing expertise and leadership to support safe staffing and improved outcomes for our nursing and midwifery teams..

This position functions as a key member of the District's CCDM team that works in collaboration with our Hutt Valley and Allied Health colleagues.

Role Purpose

The CCDM Project Support Coordinator provides coordination of the CCDM Programme within Capital, Coast & Hutt Valley.

The CCDM Project Support Coordinator provides leadership, coordination, and expert support for the Care Capacity Demand Management (CCDM) Programme across Capital, Coast and Hutt Valley. The role ensures

that CCDM tools and processes, including TrendCare, are effectively utilised to align workforce capacity with patient demand, strengthen workforce planning, and improve patient outcomes.

A key part of the position is coordinating CCDM governance activities such as workstreams, meeting preparation, documentation, and follow-up actions. The coordinator also supports the implementation of the staffing methodology, including roster modelling, workforce analysis, and quality improvement initiatives.

The role promotes and evaluates the use of CCDM systems and methodologies, including patient acuity and workload measurement, variance response management, FTE calculations, and reporting functions. It provides accurate and meaningful data to inform nursing and midwifery workforce planning, operational decision-making, and the delivery of safe and effective care.

Working across services, the CCDM Project Support Coordinator functions as a key resource for clinical teams, managers, and governance groups. This includes offering expert advice, training, problem-solving, and ongoing system optimisation to strengthen the district's approach to care capacity and demand matching.

This is a senior designated nursing role with no formal delegated management authority.

The CCDM Project Support Coordinator will respond to the Districts changing needs, performing other tasks as required. While this is not a direct patient care role there will be some instances where clinical care is required as per organisational escalation response.

The CCDM Project Support Coordinator is expected to contribute to implementing District and nursing goals and values, while promoting Te Whatu Ora – Health New Zealand, Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Accountabilities

The following accountabilities are in addition to the Te Kaunihera Tapuhi o Aotearoa | Nursing Council of New Zealand (NCNZ) competencies for registered nurses (RN). Application onto the Professional Development and Recognition Programme (PDRP) at senior pathway is required.

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.

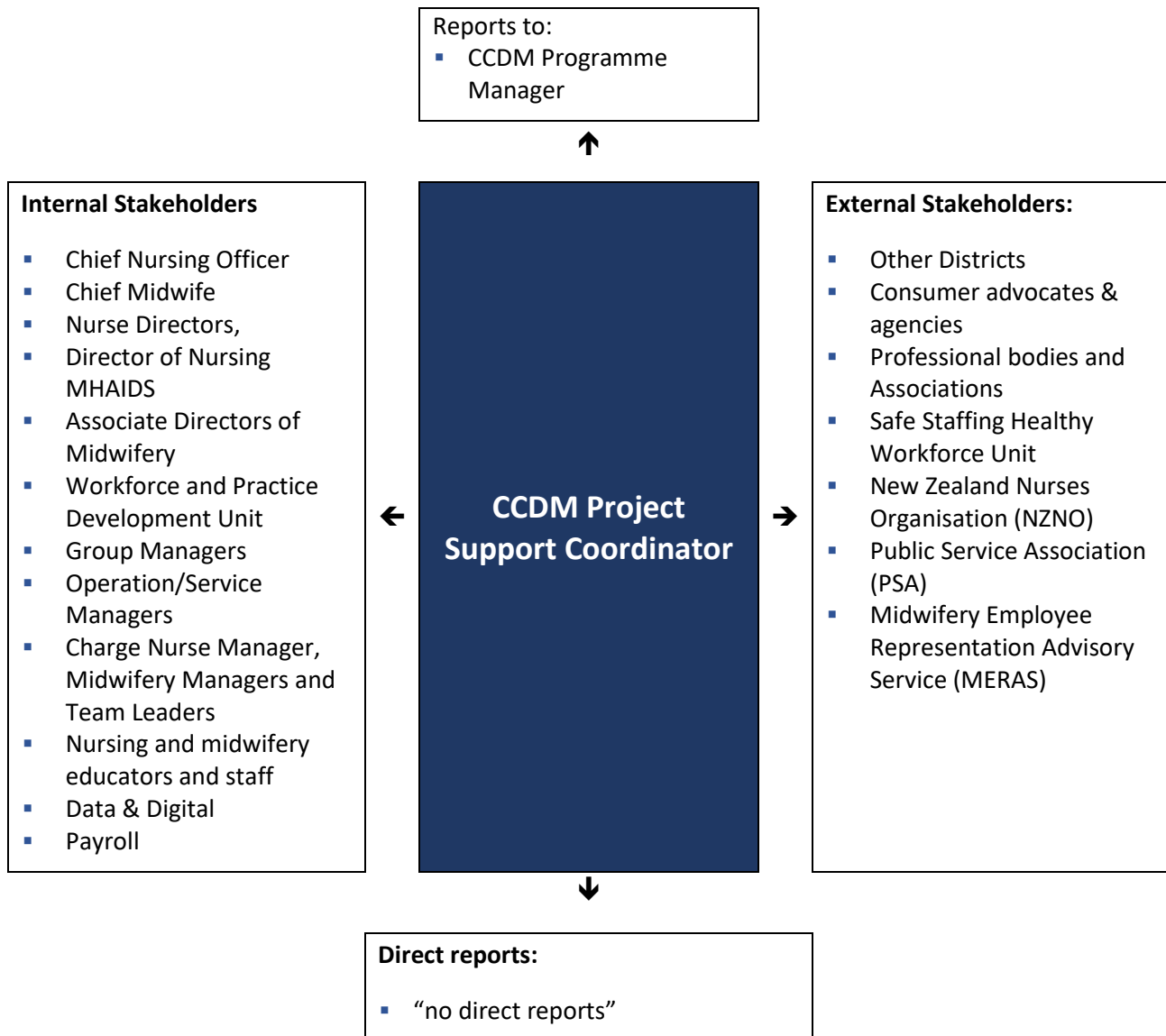
In this Position Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

Key accountabilities	Deliverables / Outcomes
1. Leadership	▪ Role models and applies the principles of Te Tiriti O Waitangi in nursing practice ▪ Applies Te Whatu Ora policies and processes and contributes to a safety culture for patients, whānau and staff ▪ Champions equity and diversity in the workplace ▪ Contributes to improving inequities by working with colleagues to meet the Pae Ora (Healthy Futures) Act 2022 obligations

Key accountabilities	Deliverables / Outcomes
	▪ Promotes and supports organisational and professional priorities ▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the District Code of Conduct ▪ Establishes and maintains effective communication and inter-professional relationships ▪ Leads and implements CCDM programme requirements. ▪ Works with nursing leaders and educators to provide advice and promote engagement with the CCDM programme within their clinical areas ▪ Undertakes work on strategic priorities and objectives as agreed with their manager and nursing leaders ▪ Responds with constructive strategies to meet new challenges and actively supports change ▪ Contributes to project work as relevant to role ▪ Contributes relevant meetings, committees, organisational, advisory, regional and national groups to promote and report on the CCDM programme ▪ Identifies risks related to CCDM, escalating issues to nursing leadership and the CCDM Programme Manager.
2. Education and Teaching	▪ Builds strong relationships with nursing leaders and educators within CCCHV and partner organisations ▪ Works with individuals and groups across the District to provide leadership, advice and education on the CCDM programme ▪ Identifies workforce education needs relating to the CCDM programme ▪ Uses adult teaching strategies to develop and deliver education plans ▪ Plans, delivers and evaluates education opportunities and resources to promote high standards and strong engagement with the CCDM programme within the organisation and with partner organisations ▪ Shares expertise and provides guidance in different context e.g. presentations, study days, workshops, forums, meetings ▪ Keeps up to date with relevant literature ▪ Builds data literacy capability across clinical teams to support understanding of TrendCare acuity, Core Data Set metrics, and CCDM outcomes. ▪ Provides targeted education for system upgrades, new features, and changes to CCDM processes.
3. Interprofessional collaboration and quality improvement	▪ Establishes and maintains effective inter-professional relationships internally and externally ▪ Leads and contributes to innovations to improve the quality, efficiency and engagement with the CCDM programme ▪ Facilitates audits and reviews to identify areas for improvement and develops plans to address these ▪ Leads the development and implementation of policies, procedures and resources relating to the CCDM programme ▪ Ensures CCDM documents, information and web-pages are up to date and reviews these with key stakeholders ▪ Undertakes, analyses and provides regular reports as required by the CCDM programme ▪ Leads CCDM data quality activities including Inter-Rater Reliability testing, actualisation audits, and maintenance of TrendCare settings.

Key accountabilities	Deliverables / Outcomes
	▪ Supports Core Data Set analysis, reporting, and interpretation to inform workstreams, governance groups, and safe staffing decisions. ▪ Supports implementation and evaluation of variance response management processes.
4. Professional Development	▪ Proactive in identifying own professional development needs ▪ Maintains current senior PDRP
5. Health & Safety	▪ Ensures all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively supports and ensures compliance with Health & Safety policy and procedures; ensuring staff also support and comply ▪ Maintains a proactive culture of Health & Safety supported by systems ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities

Key Relationships & Authorities



Capability Profile

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

Competency	Behaviours
Equity	- Commits to helping all of our people to achieve equitable health outcomes - Demonstrates awareness and ongoing self-reflection regarding impact of own culture and impacts on service delivery - Supports Māori-led responses - Supports Pacific-led responses - Supports Disability-focused responses
Commitment to Kawa Whakaruruhau	- Demonstrates understanding and application of the principles of Te Tiriti O Waitangi Treaty of Waitangi in nursing practice - Works towards achieving equitable health outcomes for Māori - Supports Māori self-determination and decision making - Supports the expression of hauora Māori models of care and mātauranga Māori
Team work	- Builds constructive and effective relationships - Has a friendly and supportive manner - Collaborates with fellow team members and work groups to achieve service objectives - Shares knowledge and expertise with colleagues - Seeks out opportunities to support others in achieving goals - Recognises and respects individual differences - Actively contributes to and accepts consensus decisions - Shows understanding of how their own role directly or indirectly supports the health and independence of the community
Self-Management	- Sets high personal standards and strives to achieve goals - Is proactive and displays initiative - Is resilient and able to adapt to change and can adjust work style and approach to fit with requirements - Understands and acknowledges personal and professional limitations - Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected - Perseveres with tasks and achieves objectives despite obstacles - Is reliable - Consistently performs tasks correctly - following set procedures and protocols.
Communication /Interpersonal Skills	- Demonstrates compassion - Empathises with others and considers their needs and feelings - Actively listens, drawing out information and checking understanding - Communicates information effectively and accurately, both orally and in writing - Builds rapport and relates well to all kinds of people - Adjusts communication style to the recipients and considers their frame of reference - Uses diplomacy and tact and can diffuse high tension situations
Organising and planning	- Sets objectives and goals - Can organise resources (people, funding, material, support) to get things done - Can coordinate multiple activities at once to accomplish a goal - Uses resources effectively and efficiently - Arranges and stores information and files in a useful manner - Measures performance against goals and evaluates results

Experience and Capability

E Experience and Capability

A. Knowledge, Skills & Experience:

- Understands the significance and obligations of Te Tiriti o Waitangi and supports leadership of these within the service
- Minimum three years post-graduate nursing experience
- Relevant clinical experience and expertise
- Developing capability in nursing leadership
- Strong verbal and written communication skills
- Competent computer skills
- A personal commitment to on-going learning and development including attainment/maintenance of senior PDRP

B. Essential Professional Qualifications / Accreditations / Registrations:

- Registered Nurse with current APC
- Postgraduate Certificate or working towards
- Proficient on PDRP

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

- Commitment to Te Tiriti o Waitangi
- Living the Te Whatu Ora values
- Respect and collaboration
- Commitment to ongoing learning and development
- Practice informed by evidence
- Innovation and critical thinking
- Commitment to sustainable practice

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