

Position Description

Position	Registered Nurse – Clinical Coach
Team / Service	Workforce and Practice Development Unit
Directorate	Nursing and Midwifery
District	Capital, Coast & Hutt Valley (CCHV) District
Responsible to	Nurse Director - Workforce Development
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 at multiple locations across the district. From time to time as part of Variance Response you may be required to work in other areas.

Health New Zealand | 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.

Health New Zealand | 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.

Team Perspective

The **Workforce and Practice Development Unit (W&PDU)** supports the District Chief Nurse and Nurse Directors across the District. Organisational goals and priorities direct the W&PDU's work streams and are aligned with HNZ | Te Whatu Ora strategic direction within the CC&HV district, the Central Region, and nationally.

The W&PDU provides leadership and support for undergraduate, pre-registration, postgraduate and on-going learning for staff across the District and Region. Professional development is an important workforce focus across primary, secondary and tertiary services; as is developing, managing and improving processes and systems to optimise workforce contribution and resilience to ensure quality patient outcomes.

The W&PDU team are committed to the principles of Te Tiriti O Waitangi and pro-equity goals. They demonstrate values consistent with those of Te Maui o Rongo. The W&PDU supports Nursing teams to provide person and whānau centred care using current evidence to assist people to achieve their optimum health. The W&PDU promotes and fosters a culture of education and professional development which will enhance staff skills and capability to provide high quality and safe services.

Role Purpose

The Registered Nurse (RN) role is to meet the needs of people and whanau accessing our services using contemporary nursing care which is safe, appropriate and effective.

The RN works with the scope of a RN as introduced by the Nursing Council of New Zealand (NCNZ 2025). Registered nurses are accountable and responsible for their nursing practice, ensuring that all health care provided is consistent with their education, assessed competence, relevant legislative requirements and is guided by the NCNZ standards for registered nurses.

Registered nurses use substantial scientific and nursing knowledge to inform comprehensive assessments, determine health needs, develop differential diagnoses, plan care and determine appropriate interventions. Interventions are evaluated to assess care outcomes based on clinical judgement and scientific and professional knowledge.

Registered nurse practise independently and in collaboration with individuals, their whānau, communities and the interprofessional healthcare team, to deliver equitable person/whānau/whakapapa-centred nursing care across the life span in all settings. Registered nurses may also use their expertise in areas and roles such as leadership, management, education, policy and research.

The Registered Nurse (RN) Clinical Coach is responsible for promoting and providing targeted and planned point of care clinical education and coaching for graduate nurses in their first year of practice.

This role supports relevant education plans aligned to individual graduates and service needs, performing other tasks as required in conjunction with the nursing leads of the area.

The RN Clinical Coach working hours will be Monday to Friday business hours or as negotiated with Nurse Director Workforce Development. This role provides coaching in clinical environment for 80% of allocated FTE and may work across the district as required due to patient safety and workforce necessities.

Key Accountabilities

The following accountabilities derive from standards of competence (pou) outlined by Nursing Council of New Zealand. Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as a nurse.

In this Role 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.

Pou	Descriptors
Pou One: Māori Health Reflecting a commitment to Māori health, registered nurses support, respect and protect Māori rights while advocating for equitable and positive health outcomes. Nurses are also required to demonstrate kawa whakaruruhau by addressing power imbalances and working collaboratively with Māori.	Descriptor 1.1 Engages in ongoing professional development related to Māori health and the relevance of te Tiriti o Waitangi articles and principles. Descriptor 1.2 Advocates for health equity for Māori in all situations and contexts. Descriptor 1.3 Understands the impact of social determinants, such as colonisation, on health and wellbeing. Descriptor 1.4 Uses te reo and incorporates tikanga Māori into practice where appropriate.
Pou Two: Cultural Safety Cultural safety in nursing practice ensures that registered nurses provide culturally safe care that is inclusive, responsive and equitable. This requires nurses to reflect on their practice, understand their cultural identity and the power imbalances between the nurse and the recipient of care.	Descriptor 2.1 Practises culturally safe care which is determined by the recipient. Descriptor 2.2 Challenges racism and discrimination in the delivery of nursing and health care. Descriptor 2.3 Engages in partnership with individuals, whānau and communities for the provision of health care. Descriptor 2.4 Advocates for individuals and whānau by including their cultural, spiritual, physical and mental health when providing care. Descriptor 2.5 Contributes to a collaborative team culture which respects diversity, including intersectional identities, and protects cultural identity by acknowledging differing worldviews, values and practices.
Pou Three: Whanaungatanga and Communication	Descriptor 3.1 Understands and complies with professional, ethical, legal and organisational policies

<p>A commitment to whanaungatanga and communication requires registered nurses to establish relationships through the use of effective communication strategies which are culturally appropriate and reflect concepts such as whānau-centred care and cultural safety. An understanding of different forms of communication enables the nurse to engage with the interprofessional healthcare team, advocate for innovative change where appropriate and influence the direction of the profession.</p>	<p>for obtaining, recording, sharing and retaining information acquired in practice.</p> <p>Descriptor 3.2 Determines the language and communication needs (verbal and non-verbal) of people, whānau and communities.</p> <p>Descriptor 3.3 Incorporates professional, therapeutic and culturally appropriate communication in all interactions.</p> <p>Descriptor 3.4 Communicates professionally to build shared understanding with people, their whānau and communities.</p> <p>Descriptor 3.5 Assesses health-related knowledge, provides information and evaluates understanding to promote health literacy.</p> <p>Descriptor 3.6 Ensures documentation is legible, relevant, accurate, professional and timely.</p> <p>Descriptor 3.7 Uses appropriate digital and online communication.</p> <p>Descriptor 3.8 Provides, receives and responds appropriately to constructive feedback.</p>
<p>Pou Four: Pūkengatanga and Evidence-Informed Nursing Practice</p> <p>Pūkengatanga and evidence-informed nursing practice requires registered nurses to use clinical skills, coupled with critical thinking and informed by high quality and current evidence, to provide quality, safe nursing care. Evidence-informed practice prepares the nurse to differentially diagnose, plan care, identify appropriate interventions, lead the implementation and evaluate care provision and outcomes.</p>	<p>Descriptor 4.1 Understands the wide range of assessment frameworks and uses the appropriate framework to undertake comprehensive assessments in the practice setting.</p> <p>Descriptor 4.2 Develops differential diagnoses based on a comprehensive assessment, clinical expertise and current evidence to inform the plan of care.</p> <p>Descriptor 4.3 Implements and evaluates effectiveness of interventions and determines changes to the plan of care.</p> <p>Descriptor 4.4 Coordinates and assigns care, delegates activities and provides support and direction to others.</p> <p>Descriptor 4.5 Safely manages medicines based on pharmacotherapeutic knowledge, including administration in accordance with policies and best practice guidelines.</p> <p>Descriptor 4.6 Supports individual and whānau choices of complementary therapies by ensuring they</p>

	<p>have sufficient information to make informed decisions about treatment options.</p> <p>Descriptor 4.7 Understands cultural preferences for complementary treatment, such as the use of rongoā, and supports integration into care.</p> <p>Descriptor 4.8 Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing.</p> <p>Descriptor 4.9 Applies infection prevention and control principles in accordance with policies and best practice guidelines.</p> <p>Descriptor 4.10 Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person.</p> <p>Descriptor 4.11 Understands and works within the limits of expertise and seeks guidance to ensure safe practice.</p> <p>Descriptor 4.12 Maintains awareness of trends in national and global nursing to inform change in practice and delivery of care.</p>
<p>Pou Five: Manaakitanga and People-Centred Care</p> <p>Manaakitanga and people-centred care requires nurses to demonstrate compassion, collaboration and partnership to build trust and shared understanding between the nurse and people, whānau or communities. Compassion, trust and partnership underpin effective decision-making in the provision of care to support the integration of beliefs and preferences of people and their whanau.</p>	<p>Descriptor 5.1 Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau.</p> <p>Descriptor 5.2 Upholds the mana of individuals, whānau and the nursing profession by demonstrating respect, kindness, honesty and transparency of decision-making in practice.</p> <p>Descriptor 5.3 Facilitates opportunities for people and whānau to share their views and actively contribute to care planning, decision-making and the choice of interventions.</p> <p>Descriptor 5.4 Establishes, maintains and concludes safe therapeutic relationships.</p>
<p>Pou Six: Rangatiratanga and Leadership</p> <p>Rangatiratanga and leadership in nursing practice are demonstrated when nurses proactively provide solutions and lead innovation to improve the provision of care. Leadership requires all nurses to act as change agents and lead change when appropriate. Fundamental to the integration of</p>	<p>Descriptor 6.1 Actively contributes to a collaborative team culture of respect, support and trust.</p> <p>Descriptor 6.2 Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures.</p>

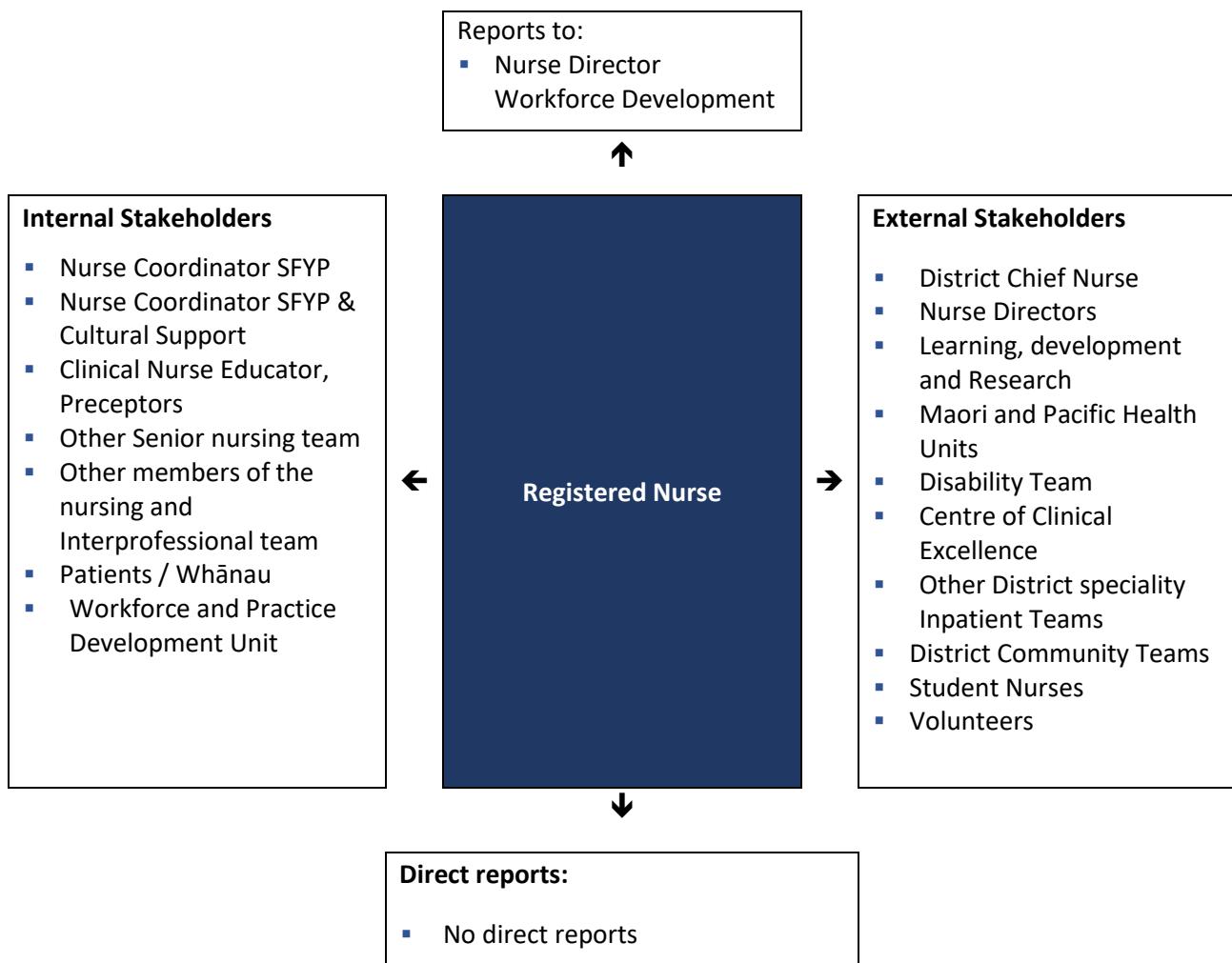
<p>leadership is the need for nurses to intervene, speak out, and advocate to escalate concerns on behalf of colleagues or recipients of care.</p>	<p>Descriptor 6.3 Understands continuous learning and proactively seeks opportunities for professional development.</p> <p>Descriptor 6.4 Engages in quality improvement activities.</p> <p>Descriptor 6.5 Identifies and responds appropriately to risk impacting the health, safety and wellbeing of self and others to practise safely.</p> <p>Descriptor 6.6 Understands the impact of healthcare provision on global and local resources, demonstrates and supports the constant assessment and improvement of sustainability practices.</p>
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In addition to meeting the above requirements, the RN Clinical Coach will meet the requirements of the following accountabilities.

Key accountabilities	Deliverables / Outcomes
<p>Clinical Coaching</p>	<ul style="list-style-type: none"> ▪ Partners with senior nursing team and preceptors to implement education plans for individual nurses, cohorts, and/or teams that are aligned with individual and service needs ▪ Ensures that education provided is in alignment with Te Tiriti, equity and whanau centred care ▪ Works alongside graduate nurses in direct care delivery to support practice development and clinical decision making ▪ Creates positive, safe, respectful, and supportive learning environments for individuals and teams ▪ Coaches' graduate nurses to undertake comprehensive and accurate assessments, using an organised and evidence-based assessment methodology ▪ Role models skilled administration of interventions, treatments, and medications using established policy and guidelines ▪ Coaches graduates so that timely intervention is achieved for patients whose condition is assessed as of concern, encouraging escalation as required ▪ Promotes care that is patient focused and planned, and responsive to ethnic, cultural, religious and other individual needs ▪ Role models and promotes appropriate and accurate communication and documentation ▪ Identifies Māori and Pacific graduate nurses who may require additional cultural support and connects them with this support and with peers ▪ Supports and guides preceptors ▪ Provides feedback in a manner that is respectful, constructive, and strengths-based ▪ Has challenging conversations leading to positive outcomes when required to support practice development ▪ Advocates for graduate nurses learning needs

	<ul style="list-style-type: none"> Reports regularly on nurses/cohorts/team progress with the nurse educator and/or Clinical Nurse Manager, Nurse Coordinator Supported First Year of Practice and Nurse Director workforce Development Escalates practice development, conduct, and competence concerns
Health and Safety	<ul style="list-style-type: none"> Ensures that health and safety practice meets the requirements of Health and Safety at work legislation, applies the District policies and processes and contributes to a culture of safe practice.

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
Team work	<ul style="list-style-type: none">Collaborates with fellow team members and work groups to achieve service objectivesSeeks out opportunities to support others in achieving goalsRecognises and respects individual differencesActively contributes to and accepts consensus decisions
Commitment to Kawa Whakaruruhau	<ul style="list-style-type: none">Demonstrates understanding and application of the principles of Te Tiriti O Waitangi Treaty of Waitangi in nursing practiceWorks towards achieving equitable health outcomes for MāoriSupports tangata whenua/mana whenua led change to deliver mana motuhake in the design, delivery and monitoring of health careSupports Māori oversight and ownership of decision making processes necessary to achieve Māori health equitySupports the expression of hauora Māori models of care and mātauranga Māori
Equity	<ul style="list-style-type: none">Commits to helping all of our people to achieve equitable health outcomesDemonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service deliverySupports the dismantling of policies, procedures and practices that cause inequitySupports Māori-led responsesSupports Pacific-led responsesSupports Disability-focused responses
Self-Management	<ul style="list-style-type: none">Sets high personal standards and strives to achieve goalsIs proactive and displays initiativeIs resilient and able to adapt to changeUnderstands and acknowledges personal and professional limitationsAbility to work to deadlines to achieve outcomes
Communication/Interpersonal Skills	<ul style="list-style-type: none">Demonstrates compassionEmpathises with others and considers their needs and feelingsActively listens, drawing out information and checking understandingCommunicates information effectively and accurately, both orally and in writing. Adjusts style to the recipients and considers their frame of reference

Competency	Behaviours
Professionalism	<ul style="list-style-type: none"> ▪ Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct. ▪ Is aware of professional boundaries ▪ Shows courtesy, respect, caring for people and their whānau in all aspects of nursing practice
Flexibility	<ul style="list-style-type: none"> ▪ Ability to flex within the scope of Registered Nurse practice to meet the changing needs of people and their whānau and the population ▪ Responds positively and collegially, to requests for help from other team members

Experience and Capability

Essential Professional Qualifications / Accreditations / Registrations skills and experience:

- Registration with Nursing Council of New Zealand (NCNZ)
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- A commitment to achieving equitable outcomes for Māori
- Current on Professional Development and Recognition Programme at Proficient or Expert level
- Full drivers licence
- Previous experience in preceptor, clinical coaching or clinical liaison nurse roles
- Post Graduate qualification or working towards
- IV trainer

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

- Commitment to Te Tiriti o Waitangi
- Living the District values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

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