

Position Description | Te whakaturanga o mahi Health New Zealand | Te Whatu Ora

Title	Clinical Coordinator – Community Triage		
Reports to	ORA Wellington Community Team Leader		
Location	This position is expected to be based at Kenepuru Hospital, but may work at multiple locations across the district.		
Department	ORA Community Service		
Direct Reports	Nil	Total FTE	0.45
Date	07/07/2026		
Salary band (indicative)*	Designated Positions Scale – Designated B Allied, Public Health, Scientific and Technical Collective Agreement.		

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

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 will 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.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

Service Perspective

Older Adult, Rehabilitation and Allied Health (ORA) Services are provided to people of all ages in inpatient, outpatient and community settings. This role is part of the ORA Community service which works out of 3 community bases in Wellington, Porirua and Paraparaumu. These inter disciplinary teams work with all people who meet the eligibility criteria in the Capital and Coast District, which runs from Seatoun in Wellington to Peka Road on the Kapiti coast, and out to Horokiwi in the east of the district.

The Community ORA service provides specialized allied health, medical and nursing interventions including:

- Comprehensive assessment, treatment and if required, specialist rehabilitation for people with personal health conditions, or disabilities.
- Provision of assessment, treatment and if appropriate, rehabilitation for older people with complex needs.
- Timely responses to prevent avoidable admissions or support safe transitions from acute or sub-acute care.
- Work with person and their family / whanau to understand the impact of and response to living with disability / health conditions.
- Work with the person, family / whanau in identifying appropriate goals and providing education, support and interventions aimed at reversing or minimizing impairment and self-managing their on-going health and disability issues.
- Provision of assessment and intervention for clients with a palliative diagnosis.

- Provide rehabilitation under specific ACC contracts – Training for Independence, Concussion services, ACC regulations, Wheelchair and Seating and Social Rehabilitation.
- Provide accredited Equipment Assessments on behalf of Enable NZ for equipment, wheelchair and seating products and housing modifications.
- Assessment for the need for hospital level care.
- Follow up assessment and intervention where indicated, for patients who live in residential care facilities and where there is potential to improve the person's function such that they could access a lower level of care.
- Advice to residential staff to assist in maintaining a client's level of function.

Clinical specialty/area

This position provides coordination and day to day clinical leadership in consultation with the Team Leader to the triage team, facilitating the provision of a skilled and clinically safe triage service for people referred to the ORA community teams with a focus on addressing existing inequities, and matching the right clinician to the patients' needs.

The Clinical Coordinator organizes and facilitates the triage service across all 3 CCDHB community teams.

The Clinical Coordinator is the key link between the triage service, the referrers and the community clinicians; maintaining strong relationships through excellent communication and ensuring that operational guidelines and KPI's are met by the service.

The Clinical Coordinator represents the CCDHB ORA Community Service to other services both within and external to the DHB and provides education around triage and the community ORA service where appropriate.

The Clinical Coordinator will mentor and support triage staff to support the development of clinical triage skills, and will be a key educator of new staff to build understanding of the service and its clinical priorities.

There will be other tasks to be undertaken as delegated by the team leader. These additional tasks will be identified and delegated in consultation with the post holder.

The Clinical coordinator will also be expected to work clinically within the triage service. Referrals from multiple sources will be received, clinically triaged and coordinated using a systematic approach; to ensure that the patients' needs are identified, and that the referrals are assigned and received by the appropriate clinical team member safely.

The role will be pivotal in ensuring that patients are assigned to the right clinician with the right skills and the time to meet their need.

Clinical input to patients to provide front-line advice, clinical education, and delegation of work to allied health assistants and facilitation of links into other community organizations will be required.

The clinical coordinator will be one of several health professionals who will be working across the health sector that interfaces with each client. The team aims to work collaboratively and seamlessly with other services to meet the person's needs, taking into account the principles of the New Zealand quadruple aim.

Clinical skills

To safely and effectively meet the needs of the people we work with, the health care professional in this position will need excellent clinical reasoning and clinical communication skills, with experience in an outpatient or community setting.

Skills in engaging with our populations to understand and prioritise their needs and identify and manage any risks that are present, along with in- depth problem solving will be required.

Purpose of the role

The **triage clinical coordinator** will provide:

- Support to the line manager by taking on delegated clinical leadership and clinical tasks within the triage service
- Clinical triage and referral management as part of a broad team of clinicians supported by administrators and team leaders.

This role will also be required to provide direct clinical care, as appropriate to the needs of the service area.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership and Management	<ul style="list-style-type: none"> • Provides day to day operational and clinical leadership and coordination of the triage service. This includes effective and equitable allocation of resources, referral management and provision of clinical advice support and guidance to others. • Works in partnership with referrers to clearly communicate the role of the service and set expectations and boundaries from first referral. • Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patient/clients. • Directs and delegates day to day deployment of staff/service variance responses as required in the role, ensuring that delegated tasks, documentation and communication are carried out. • Represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required both internal and external to the DHB. • Carries out or support others with assessment and management of risks for example, clinical, financial, reputational etc. • Demonstrates negotiation and conflict management skills within the workplace. • Provides reports to managers in relation to team/service area. • Fosters and develops an environment of team work with positive working relationships and dynamics. • Applies an understanding of local, sub-regional, regional and national context in relation to provision of health and social care and the impact on service provision.

<p>Clinical Practice</p>	<ul style="list-style-type: none"> ▪ Takes responsibility for providing day to day clinical leadership for the triage service, including providing clinical advice, support and guidance to others. ▪ Assists clinical staff to plan workflow and optimise referral management to match capacity with demand ▪ Is able to demonstrate practice that meets the clinical pillar expectations of allied health professional level roles or greater. ▪ Provides expert clinical triage knowledge utilising a patient centred approach across the continuum of care. ▪ Demonstrates a clear focus on identifying opportunities for inter professional practice and allied health assistant use when triaging. ▪ Demonstrates provision of and supports others with culturally safe / bicultural practice with patients / clients and their whānau. ▪ Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice and also identifying solutions for wider service delivery that will contribute towards reducing inequalities for patients/clients and/or whānau. ▪ Role models effective communication to establish therapeutic relationships and set expectations with patients/clients, whānau, the multidisciplinary and wider health teams. This includes relaying complex, sensitive and contentious information. ▪ Demonstrates an awareness of health inequalities, with evidence of implementing actions within clinical practice and identifying solutions for wider service delivery that contribute towards reducing inequalities for patients/clients and/or whānau. ▪ Adheres to any applicable recognised best practice and any relevant clinical policies and practice guidelines when triaging. ▪ Demonstrates understanding of local, sub-regional, regional and national context in relation to provision of health and social support. ▪ Identifies unmet needs of patients/clients along with potential solutions to address these needs. ▪ Demonstrates recognition that the patient/client's knowledge, experiences and culture are integral to effectively addressing the presenting health issue and/or restoring function. ▪ Completes documentation consistent with legal and organisational requirements.
<p>Teaching and Learning</p>	<ul style="list-style-type: none"> ▪ Maintains competency to practice through identification of learning needs and continuing professional development activities. This should comply with professional body requirements. ▪ Leads and fosters a learning environment for staff including teaching process and quality improvement ▪ Promotes awareness of current developments in the service area. ▪ Develops clinical and leadership skills of others by supporting and providing learning opportunities. ▪ Completes core training as applicable for the role. ▪ Participates in an annual performance review and associated clinical assurance activities. ▪ Contributes to the training needs analysis for the team / service / profession.

	<ul style="list-style-type: none"> ▪ Participates in professional supervision in line with the organisations requirements and/or professional body. ▪ Provides mentoring and clinical support and / or professional supervision.
Service Improvement and Research	<ul style="list-style-type: none"> ▪ Promotes professional practice that is based on best practice and research that supports organisational strategic aims. ▪ Takes the lead responsibility for local audit and research projects as required. ▪ Takes the lead on development of quality improvement activities for service delivery. This may include referral pathways, care pathways / treatment protocols, standards of practice etc. ▪ Promotes and supports shared learning across services and sub regionally, where shared learning and standardisation in systems / processes would be beneficial for patients / clients. ▪ Actively participates in working groups / clinical networks beyond the team, to identify and implement service improvements as appropriate. ▪ Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner. ▪ Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children’s Act 2014, Health & Safety at Work Act 2015, ACC service specifications etc.)
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Matters which must be referred to the Team Leader – ORA Wellington Community Team

- Clinical or operational matters that require escalation must be referred to the relevant line manager, health professionals, Professional Leader and/or Director of Allied Health.

Relationships

External	Internal
<ul style="list-style-type: none"> • GPs/Practice Nurses • Allied Health Clinicians in other clinical areas. 	<ul style="list-style-type: none"> • Triage clinicians • Professional Leader

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| <ul style="list-style-type: none"> • Home and Community Support Service Providers • Mental Health • Care Co-ordination Centre • Capital Support • NGOs (Parkinson's Society, Dementia Wellington, Sports Wellington) • Other ORA Community and Outpatient Services • MHAIDS • ACC | <ul style="list-style-type: none"> • Admin/team support • Occupational Therapists • Physiotherapists • Speech-language Therapist • Social Worker • Nurses • Nurse Practitioners • Psychologists • Dietitians • Allied Health Assistants • Geriatricians • Community ORA Team Leaders |
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About you – to succeed in this role

You will have

Essential:

- Expectation of at least 5 years clinical practice.
- NZ Registered Health Professional with current annual practicing certificate.
- Clinical experience and knowledge relevant to area of service.
- Demonstrated experience in service, quality or process improvements.
- Working as a registered health professional with clients with a wide variety of conditions in the community setting.
- Has the knowledge and application of rehabilitation and compensatory assessment and intervention.
- Has experience in effectively working as part of a multi-disciplinary team utilising inter-professional practice.
- Demonstrates an understanding of the roles of different health professionals working in the community
- Drivers Licence

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Member of the relevant Professional Association

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.

- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

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This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*