

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Care Manager
Reports to	Group Manager
Location	Capital Coast, Hutt Valley and Wairarapa Districts
Department	Intellectual Disability Services
Date	27/07/2026
Salary band (indicative)ⁱ	\$114,025 to \$121,444
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

To act as the clinical manager for the care recipient, and to be able to direct and oversee their care with appropriate consultation and input from other health workers while the care recipient is detained.

Alongside the day to day aspects of overseeing the care of the care recipient, the care manager will need to ensure the conditions in the care recipients care and rehabilitation plan are adhered to. To liaise with identified health professionals to ensure the care and rehabilitation plan remains a living document and its content evolves consistent with the needs of the care recipient.

Care Managers legal powers include:

- Seclusion and restraint of care recipients in accordance with the guidelines issued by the Director-General of Health
- Granting leave for care recipients *no longer subject to the criminal justice system*
- Retaking care recipients absent without leave

Care Managers are health and disability professionals who have undergone training in and are competent in, the assessment, care and rehabilitation of persons with an intellectual disability.

A Care Manager will be a Registered Health Professional, including; Registered Nurses, Registered Social Workers, Registered Occupational Therapists or Registered Clinical Psychologists.

Care Managers are designated by the Care Coordinator for each individual under the ID(CCR) Act. They are legally entrusted with the care and rehabilitation of individual care recipients and are responsible for developing and implementing an individual's care and rehabilitation plan and for ensuring regular clinical reviews of care recipients' condition take place.

Section 141 of the ID(CCR) Act designation of care manager states:

(1) The coordinator must designate a care manager for every care recipient—

- (a) for whom an assessment is initiated in accordance with section 32; or
- (b) who becomes subject to a court order, and who does not have a care manager designated under paragraph (a)

The appointee to the position of "Care Manager" will need to have the knowledge, skills and attitude required to allow the Care Coordinator to designate them as the Care Manager under the terms of the Act for specified care recipients and proposed care recipients".

Key Result Area	Expected Outcomes / Performance Indicators
Quality Improvement	▪ Active participation in the relevant quality improvement group ▪ Participates in reportable event reviews focusing on client care ▪ Participates in district quality and policy initiatives ▪ Uses planned approach to practice innovation ▪ Knowledge of all relevant policy and procedures and an experience in application to individual clinical situations ▪ Speciality standard compliance ▪ Is able to provide evidence of risk identification and action ▪ Agreed clinical objectives identified relevant to specialty are implemented ▪ Evidence of protocol, standards and policy development ▪ Evidence that practice standards are aligned with new technologies and procedures and Model of Care ▪ Engagement in service improvement work regarding the operationalisation of the ID Services Model of Care
Compliance	▪ Ensure all designated care recipients are fully informed of their rights under the act ▪ Evidence of communication with care recipients, their guardian and or principal caregiver regarding the following: ▪ Delivery of their "rights" booklet ▪ Ongoing communication in a style best suited to the care recipient's needs. ▪ Any rights taken away by the care manager under sec 55-62 must be done in accordance with the Act ▪ District Inspector and care coordinator to be advised as soon as practicably possible ▪ Ensure care recipients are reviewed in accordance with sec 77 of the IDCC&R Act ▪ Reviews are completed within required timeframes

	- Care recipients are informed of and supported to understand and participate in the process; - Clients are informed of and supported to understand the outcomes - All leave granted to care recipients by care managers is in accordance with sec 65 IDCC&R Act - Leave documented on appropriate forms and approved by Director General of Health/Minister of Health where it pertains to sec 66 and 67 IDCC&R Act - Work in consultation with the direct care team to develop and oversee a day to day management plan for the care recipient within the overall unit programme and deal with challenges as they arise - Devise and supervise the implementation and operation of a realistic management plan which will be consistent with the requirements of the Care and Rehabilitation Plan (CARP) and the resources available. - Care plans and programmes developed, implemented and reviewed as required. - Care plans and therapeutic programme plans forwarded to care coordinator for approval within required timeframes - To take all reasonable steps to ensure care recipients are detained in facilities during the period of designation - To retake and return care recipients who have escaped within their powers pursuant to sec 111-114 IDCC&R Act - Ensure care programme includes risk controls - Ensure detailed risk management protocols and procedures documented. - FCS(ID) informed as soon as practicably possible if care recipient is absent from the facility without leave or disengages from those supporting them in activities occurring outside of the facility - Delegation of powers is done in accordance with sec 142 IDCCR Act - Ensure documentation of specific powers delegated - FCS(ID) coordinator informed of delegation in writing
Professional Development	- Maintenance of annual practising certificate and professional registration - Attend relevant study and development for the role - Achievement and maintenance of Senior PDRP/Senior level on career path - Minimum monthly supervision attendance - Evidence of learning and development in regards to the Model of Care and associated literature

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.

Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [insert other matters which must be referred]

Relationships

External	Internal
• Forensic Coordination Service (FCS) • Clinical Coordinators	• Team Leaders] • Clinical Director
• RIDSAS Providers • RIDSAS Vocational Service Providers	• Clinical Leader
• Non-Government Organisations	• Clinical Nurse Specialist
• Community Mental Health Teams	• Principal Clinician
• Appointed Lawyers for IDCC&R purposes • District Inspectors	• ID Service Educator
• Appointed Specialist Assessors for IDCC&R review purposes	• Community Liaison Team (RIDCAS)
• Family/Whānau	• Nursing Staff
• Advocates	• Support Worker Staff
•	• Allied Health Professionals
	• Forensic Coordination Service Staff (Intellectual Disability)

About you – to succeed in this role

You will have

Essential:

- Registration and APC with chosen field of expertise
- At least two years post graduate experience
- Significant work experience in a related field
- [The Care Manager is required to have a very good working knowledge of the IDCC&R Act 2003 and the closely associated Criminal Procedure (Mentally Impaired Persons) Act 2003. Additionally they will need to have an overview of the relationship of these acts to the Mental Health (Compulsory Assessment and Treatment) Act 1992, the Health Information Privacy Code, Bill of Rights, Crimes Act, Sentencing Act, PPPR Act, the Human Rights Act, and the Code of Health and Disability Consumers Rights
- Additionally the Care Manager is required to have a reasonably clear understanding of court processes. These include the roles and responsibilities of various offices of court, the rules of evidence and natural justice and how matters are handled in a Criminal court. The particular responsibilities of the Care Manager under the Act are listed in the associated Guidelines for Managers under the Intellectual Disability (Compulsory Care and Rehabilitation) Act 1992.
- The care manager needs to have an awareness of the genetic and environmental determinants of Intellectual Disability and an understanding of how bio psychosocial bio psychosocial determinants of both intellectual and personality functioning interact both in general terms and in individual cases. This knowledge will need to be applied to the processes of assessing and reviewing potential care recipients and care recipients.
- The ability to form and maintain working relationships with a wide variety of stakeholders including clients and their families, Specialist Assessors, Medical Consultants, other Care Managers, FCS(ID), Non-Government Organisations (NGO's) and Lawyers.
- The ability to organise/prioritise complex workload efficiently to ensure timelines are met.
- The ability to accurately and quickly assess the rehabilitative potential of the proposed care recipients, formulate into a practical rehabilitative plan, and have the skills to implement and communicate this plan in a concise and professional manner.
- Have an ability to write concise and accurate care and rehabilitation plans and have the ability to update these, dependant on progress and at times of statutory reviews.
- The ability to read and understand complex reports provided by persons including medical consultants and specialist assessors.
- The ability to extract the key issues from information provided from the writing of sources and develop a formulation of a case.

- Have an ability to work with the Multi-Disciplinary Team and inform and lead appropriate interventional strategies.

Desired:

- An understanding of the legal process especially relating to IDCC&R Act
- A knowledge and understanding of the Treaty of Waitangi
- A knowledge of the genetic and environmental determinants of intellectual disability and associated behavioural phenotypes.
- An understanding of the relationship between RIDSS (Regional Intellectual Disability Support Service) and other service providers regionally and nationally.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Maintaining professional practice
- Working collaboratively with the care recipient and those directly and indirectly involved in their care and rehabilitation to maximise potential and work towards realistic goals.
- Being a good role model for both staff and care recipients alike.
- To adopt a dispassionate stance to their work. In all matters the Care Manager will need to approach matters in an even-handed fashion balancing the rights of often vulnerable individuals, with those of the society within which the individual lives

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.