

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	Clinical Coordinator
Reports to	Team Leader
Location	Porirua - Ratonga Rua o Porirua Campus
Department	Forensic Inpatient unit – Purehurehu. Mental Health, Addiction & Intellectual Disability Service

Children's Worker roleⁱ	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:

All nurses employed by the MHAIDS 3DHB will have Registration with the Nursing Council of New Zealand and maintain a current annual practising certificate as a Registered Nurse. Nurses must practise in accordance with standards established through legislation and professional nursing standards. It is expected that all nurses are familiar with relevant documents (refer to Capability Profile) and will, at all times, adhere to these. This also includes the DHB Code of Conduct. It is the nurse's responsibility to access policy and procedures through the DHB Intranet.

Application onto the Professional Development and Recognition Programme (PDRP) to demonstrate a minimum of proficient level of practice is required with progression on to the Senior Nurse pathway expected to occur within the first 12 months of becoming the Clinical Coordinator. The PDRP is integral in assessing and monitoring the nursing skill levels in services. It is expected that all nurses employed by MHAIDS 3DHB actively engage with the electronic learning system 'Ko Awatea Learn' for professional development and ongoing training.

It is the Clinical Coordinator's responsibility to attend the generic orientation, initial and update core skill requirements as well as maintain area-specific competency requirements.

The Clinical Coordinator must actively reflect on their work and practice. They will work in ways that enhance the team to support the recovery of service users. The Clinical Coordinator working for the MHAIDS 3DHB will have the ability to work using a team nursing approach, within the wider Multidisciplinary Team (MDT), demonstrate values consistent with those of the MHAID 3DHB Services and will be committed to the principles of the Treaty of Waitangi. The Team Nursing approach commits to provide person/family centred care, using current evidence to assist people to achieve their optimum health. It considers the nursing skill (PDRP) level and staff mix with Registered Nurses (RN) and Mental Health Support Workers (MHSW) working together as part of the team.

Key Result Area	Expected Outcomes / Performance Indicators
Coordinate the Service	• Triage referrals and allocations to appropriate clinicians. • Monitor wait times and delays for Choice appointments and responds to issues and delays effectively. • Is aware of KPI's and ensures that these are being met or that plans are in place to address discrepancies. • Ensures that staff are fulfilling their roles and responsibilities, including extra duties such as health and safety representative and pharmacy liaison. • Identifies and responds to issues that might affect the clinical performance of individual team members and the service in general. • Directs the response to crises and supports staff during and after significant events. • Takes over some of the tasks of the Team Leader to cover for short-term absences (e.g. approving leave, training requests, managing disputes).
Team Work	• Facilitates supportive team work and works to develop a safe and supportive environment for staff. • Facilitates and oversees the orientation and development of new staff and visitors. • Develops collaborative relationships with other MHAIDS services, NGO's, GP's, and pharmacists. • Assists other staff to work through difficult situations or questions in relation to their clinical work. • Leads by example by showing exemplary practice standards in their own clinical work.
Staff Development	• Works with the Team Leader to complete regular caseload reviews and performance appraisals. • Identify staff who may require assistance in their performance and work with the Team Leader to address performance issues. • Assist staff with identifying professional development opportunities. • Assist in the development of training opportunities.
Quality Improvement	• Ensures that the team works to relevant policies and guidelines and raises any issues in these areas.

	• Attends related groups, such as Clinical Governance, and is available to assist in the development and sustainability of initiatives. • Assists the Team Leader to support staff to meet their KPI's, such as completion of paperwork and reviewing clients within timeframes. • Is aware of the required audits and facilitates their completion effectively.
	•

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.

Relationships

External	Internal
• Other Health New Zealand, Te Whatu Ora Mental Health Services • Consumer advocates & agencies • Volunteers • NGO services • Primary Care • NZ Nursing Council • Te Ao Māramatanga: College of Mental Health Nurses New Zealand. • Health & social support agencies	• Clinical Director & DAMHS, Forensics and Rehabilitation Inpatient Services • Operations Manager • Director of Nursing MHAIDS • Associate Directors of Nursing MHAIDS • MHAIDS Group Manager • Clinical Nurse Specialist • Multi-disciplinary team members • Patient, whanau, family & support people • Community MH Teams • Lived Experience Team • Administrators • Service Kaumatua/Kuia • Associate Director of Nursing • New Graduate Nurses

About you – to succeed in this role

You will have

Essential:

- Registration with Nursing Council of New Zealand (NCNZ)
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- Minimum of 4 years' experience working as a Mental Health Nurse.
- Proficient or Senior status nurse on the PDRP
- Demonstrated understanding of Te Tiriti o Waitangi, including its significance, obligations, and practical application within nursing practice.
- Commitment to achieving equitable health outcomes for Māori.
- Proven ability to work collaboratively within multidisciplinary clinical teams

Desired:

- Sound knowledge of relevant legislation, including the Mental Health Act and the Criminal Procedures (Mentally Impaired Persons) Act, and an understanding of their application within recovery-oriented practice.

- Current full, clean New Zealand driver's licence.
- Well-developed computer literacy, including proficiency with Microsoft Office applications (Word, Outlook, and PowerPoint), email systems, and online information resources.

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.

Desired:

- Work in partnership with the Team Leader to support organisational initiatives and the day-to-day management of people, processes, and resources.
- Escalate and communicate issues that may affect the safe and effective clinical operation of the service.
- Support a safe and seamless patient journey within areas of responsibility.
- Contribute to service improvement, quality initiatives, and process change.
- Demonstrate an ability to make executive decisions during challenging and complex situations
- Demonstrate effective leadership by coordinating, directing, and delegating care to ensure high-quality client outcomes.

ⁱ 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.