

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 Grade 1
Reports to	Team Leader
Location	This position is based at Wellington Child Adolescent Mental Health Services, Te Whare Tipu, 21 Hania Street, Mt Victoria, Wellington, and in peoples homes, community facilities and schools. From time to time as part of Variance Response you may be required to work in other areas.
Department	MHAIDS – Wellington Child Adolescent Mental Health Services Capital, Coast & Hutt Valley District
Date	07-08-2026
Salary band (indicative)ⁱ	PSA HNZ Collective – Designated B
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:

The **coordinator** provides support to the line manager by taking on delegated leadership and operational tasks for the team. This role may also be required to provide direct clinical care, as appropriate to the needs of the service area.

This role may have some delegated staff management tasks, though does not have budgetary responsibility.

Paragraphs expressing the level, and span of the role. This can include clinical specialty/area; clinical skills; demographics; and clinical professional development and registration requirements.

Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice	• Where the role has a clinical component, be able to demonstrate practice that meets the clinical pillar expectations of allied health professional level roles or greater. See Appendix. • Assists clinical staff to plan patient/client flow and optimise case load management to match capacity with demand. • 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. • Completes documentation consistent with legal and organisational requirements.
Teaching & Learning	• 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. • Participates in professional supervision in line with the organisations requirements and/or professional body. • Provides mentoring and clinical support and / or professional supervision
Leadership & Management	• Provides day to day clinical leadership and coordination of the team. 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 team/service and set expectations and boundaries from first referral. • Completes tasks delegated by their line manager such as recruitment & induction, staff performance reviews, performance management, clinical assurance and complaint management.

	• 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 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. • 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.
Service Improvement and Research	• 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. • Contributes to DHB annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process. • 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.)

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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

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.

- [Clinical or operational matters that require escalation must be referred to the relevant health professionals, Team Leader, Operational and Allied Health Professional leader.]

Relationships

External	Internal
▪ Tangata Whaiora and Whānau ▪ Education services ▪ Health & social support agencies ▪ Youth Respite Services ▪ Community agencies ▪ NGO's ▪ GP's ▪ Professional Registration board ▪ Professional Association ▪ Other National Adult Mental Health Teams both inpatient and community ▪ Consumer advocates & agencies ▪ Volunteers	▪ Professional Leaders ▪ Multidisciplinary team ▪ CAMHS & other Youth Sector & Community Mental Health Teams, ▪ CRS, Duty managers, ▪ Inpatient hospital wards- Paediatrics, ED, RRAIS ▪ Cultural consultants, Lived Experience and Family advisors ▪ Whanau Care Service ▪ Administrators ▪ Lived experience advisors ▪ Students ▪ Operations Manager ▪ Director of Allied Health ▪ Contracted therapists ▪ Quality Coordinators

About you – to succeed in this role

You will have

Essential:

- Relevant qualification in the profession.
- Registered Allied Health practitioner with current annual practicing certificate, or certification/membership of professional association if registration not applicable.
- Expectation of at least 5 years clinical practice.
- Clinical experience and knowledge relevant to area of service.
- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.
- Current full NZ driver's licence with ability to drive a manual and automatic car (required for roles based in the community or where the role may be required to work across multiple sites).
- Proficiency in using technology within the workplace.
- A high standard of written and spoken English.
- A high regard for health equity
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Desired:

Demonstrate

- Experience in implementing Te Tiriti o Waitangi in action.

- Membership of Professional Association for professions with annual practicing certificates .
- Developing capability in leadership.
- A personal commitment to on-going learning and development.

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.
- Deliver high quality care for the patient/client/whanau.
- Make good decisions based upon a mixture of analysis, wisdom, experience and judgement
- Enjoy working hard. Is action oriented and full of energy for the things he/she sees as challenging.
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Desired:

[Demonstrate

- Commitment to ongoing learning and development
- Practice informed by evidence
- Innovation and critical thinking
- Commitment to sustainable practice]

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.