

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 Capacity Demand Management (CCDM) Project Support Coordinator
Reports to	CCDM Programme Manager
Location	Capital, Coast & Hutt Valley (CCHV) District
Department	
Date	07/08/2026
Salary band (indicative)ⁱ	HNZ NZNO Collective Agreement Designated Senior Nurse Grade 1
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:

Provide coordination of the Care Capacity Demand Management (CCDM) Programme within Capital, Coast and Hutt Valley District.

The CCDM Project Support Coordinator provides leadership, coordination, and expert support for the CCDM Programme across Capital, Coast and Hutt Valley. The role supports programmes and activities that have a direct impact on nursing and midwifery workforce planning, service delivery, and patient outcomes through the effective implementation and utilisation of CCDM tools, systems, and methodologies, including TrendCare.

The CCDM Project Support Coordinator coordinates CCDM governance activities, including programme workstreams, meeting preparation, documentation, reporting, and follow-up actions. The role supports the implementation of CCDM staffing methodologies through roster modelling, workforce analysis, patient acuity and workload measurement, variance response management, FTE calculations, reporting functions, and quality improvement initiatives.

This role supports and coordinates programmes that have a direct impact on nursing practice. The CCDM Project Support Coordinator implements, promotes, evaluates, and provides advice on CCDM systems, processes, and quality programmes, ensuring accurate and meaningful workforce information is available to inform operational decision-making, workforce planning, and the delivery of safe and effective care.

Working across services, the CCDM Project Support Coordinator acts as a key resource for clinical teams, managers, and governance groups, providing expert advice, education, problem-solving, and system optimisation to strengthen the District's approach to matching care capacity with patient demand.

This is a senior designated nursing role with no formal delegated management authority.

The CCDM Project Support Coordinator will respond to the District's changing needs, performing other tasks as required. While this is not a direct patient care role, there will be some instances where clinical care is required as part of organisational escalation responses.

The CCDM Project Support Coordinator is expected to contribute to implementing District and nursing goals and values, while promoting Te Whatu Ora – Health New Zealand, Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	• Role models and applies the principles of Te Tiriti O Waitangi in nursing practice • Applies Te Whatu Ora policies and processes and contributes to a safety culture for patients, whānau and staff • Champions equity and diversity in the workplace • Contributes to improving inequities by working with colleagues to meet the Pae Ora (Healthy Futures) Act 2022 obligations • Promotes and supports organisational and professional priorities • Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the District Code of Conduct • Establishes and maintains effective communication and inter-professional relationships • Leads and implements the CCDM programme requirements • Works with nursing leaders and educators to provide advice and promote engagement with the CCDM programme within their clinical areas • Undertakes work on strategic priorities and objectives as agreed with their manager and nursing leaders • Responds with constructive strategies to meet new challenges and actively supports change • Contributes to project work as relevant to role • Contributes relevant meetings, committees, organisational, advisory, regional and national groups to promote and report on CCDM Programme.

Education and Teaching	• Builds strong relationships with nursing leaders and educators within CCHV and partner organisations • Works with individuals and groups across the District to provide leadership, advice and education on the CCDM programme • Identifies workforce education needs relating to the CCDM programme • Uses adult teaching strategies to develop and deliver education plans • Plans, delivers and evaluates education opportunities and resources to promote high standards and strong engagement with the CCDM programme within the organisation and with partner organisations • Shares expertise and provides guidance in different context e.g. presentations, study days, workshops, forums, meetings • Keeps up to date with relevant literature • Describe specific requirements as relevant to the programme and this role
Interprofessional collaboration and quality improvement	• Establishes and maintains effective inter-professional relationships internally and externally • Leads and contributes to innovations to improve the quality, efficiency and engagement with the CCDM programme • Facilitates audits and reviews to identify areas for improvement and develops plans to address these • Leads the development and implementation of policies, procedures and resources relating to the CCDM programme • Ensures CCDM documents, information and web-pages are up to date and reviews these with key stakeholders • Undertakes, analyses and provides regular reports as required by the CCDM programme
Professional Development	• Supports the nursing leadership team in workforce development strategies • Facilitates support of Māori and Pacific workforce in line with strategic nursing priorities

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.

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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, operational and nursing professional lead]

Relationships

External	Internal
- New Zealand Nurses Organisation (NZNO) - Public Service Association (PSA) - Midwifery Employee Representation Advisory Service (MERAS) - District Community Teams - Other Districts - Tertiary Education Organisations - Consumer advocates & agencies - Volunteers - Professional bodies and Associations - Primary Healthcare & Aged & Residential care sector - Health & social support agencies	- Safe Staffing Healthy Workplaces Unit - District Chief Nurse and District Chief Midwife - Nurse Directors, Associate Directors of Midwifery - Workforce and Practice Development Unit - Group Managers - Operation/Service Managers - Nursing teams - Charge Nurse Manager, Midwifery Managers and Team Leaders - Nursing and midwifery educators and staff - Data & Digital - Payroll

About you – to succeed in this role

You will have

Essential:

- [Registered Nurse or Registered Midwife with current APC

- Minimum three years post-graduate nursing or midwifery experience
- Postgraduate Certificate or working towards
- Proficient on PDRP or Confident on QLP

Desired:

Demonstrate

- Experience in implementing Te Tiriti o Waitangi in action.
- Relevant clinical experience and expertise
- Developing capability in nursing leadership
- Strong verbal and written communication skills
- Competent computer skills
- A personal commitment to on-going learning and development including attainment/maintenance of senior PDRP/QLP]

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:

Demonstrate

- Respect and collaboration
- 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.