

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	Nurse Educator Wellington Crisis Resolution Service & Emergency Department
Reports to	Team Leader Crisis Resolution Service
Location	Capital, Coast District
Department	Mental Health, Addictions & Intellectual Disability Services
Date	August 2026
Salary band (indicative)ⁱ	NZNO Collective Agreement/ PSA Collective Agreement
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:

Facilitate training and education that develops the nursing workforce competence and capability both within Wellington Crisis Resolution Service, Wellington Emergency Department and across the District. This is senior designated nursing role is critical for ensuring and maintaining essential nursing knowledge and standards of safe quality care.

Practice development and change implementation are important aspects of the educator role as clinical and health care delivery context changes rapidly. Educators lead the implementation of nursing education, change and practice development across the services, supporting CCHV strategic direction. This is achieved through developing, implementing and evaluating orientation, ongoing training, education programmes and resources. Training delivery occurs in both clinical and non-clinical settings.

The NE provides professional and clinical nursing leadership, working with staff to meet quality and safety standards of care. This includes contributing to development of policies and procedures. The clinical component of the role is to provide expertise and role modelling by working with staff to teach, coach and demonstrate practice excellence.

The NE works closely with MHAIDS senior nursing leadership, and the Workforce and Practice Development Unit, to support workforce development through Clinical Learning Experiences (pre-registration placements), Supported First Year of Practice (SFYP) EN, New Entry in Specialist Practice (NESP), PDRP and Preceptor Programmes.

The Nurse Educator will:

- Have sound clinical practice
- Be an expert in education delivery, informed by assessing the nursing team's educational needs and outcomes
- Provide education across Wellington CRS and Wellington ED and share speciality knowledge and skills across the organisation to optimise assessment, care and outcomes for patients
- Conduct training needs assessments informed by practice and organisational need
- Provide clinical expertise and work alongside staff in the management of complex/ challenging clinical cases
- Engage clinical staff in providing teaching sessions to encourage team responsibility for learning
- In collaboration develop, review and evaluate progress against the MHAIDS workforce development plan
- Collaborate with other Nurse Educators and Clinical Nurse Specialists to develop shared education packages/resources and participate in education across the organisation as required

The NE role practices across both the Wellington Emergency Department (ED) and the Crisis Resolution Service (CRS). In ED, the priority includes provision of education and training to increase ED staff skills, confidence and capability when working with people who are presenting with mental health problems/in crisis. Education and training will be provided to other staff across the acute care continuum, alongside nurse educators in ED. Mental health and addiction specific resources for staff and people presenting in crisis and their whānau will also be further developed and implemented. The role will work alongside and with the MHAIDS Mental Health ED Team.

In CRS, the NE role will work alongside the Speciality Clinical Nurse to enhance nursing care provided by CRS through assessing nurses educational needs, provide clinical expertise in complex / challenging presentations and complete training needs assessments informed by practice and organisational needs, developing and conducting education sessions as required.

The NE will respond to the Districts changing needs, performing other tasks as required. The NE 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.

As a specialist mental health, addiction, intellectual disability nurse your demonstration of the indicators of each Pou will be informed by the standards of practice for Mental Health Nurses: Te Ao Māramatanga.

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 • Works across the service as part of the leadership team and incorporates the organisational priorities into practice • Champions equity and diversity in the workplace • Takes accountability for developing and motivating the team • Demonstrates organisational and professional advocacy • Maintains clinical currency and role models specialty clinical skills • Uses evidence to lead practice development for the ward / service • Challenges clinical issues and seek resolution • Ensures awareness of relevant standards/policies on provision of care delivery within the service • Responds with constructive strategies to meet new challenges and actively supports change • Fosters reflective practice • Contributes to shared governance of nursing through engagement in relevant meetings, committees, and working parties
Education and Teaching	• Plans and leads nursing education within the service and across the organisation • Uses adult teaching strategies to develop and deliver education plans • Works directly with patients and staff across the service and associated areas as an expert teaching resource, coach and role model • Maintains high standard of clinical and technical expertise • Optimises nursing practice based on current evidence and incorporating Te Ao Māori perspective and equity focus • Educates nurses to ensure culturally safe practice with focus on equitable outcomes • Ensures effective preceptorship and orientation of students and nursing team • Supports student learning experiences and liaises with tutors • Monitors provision of learning requirements and maintains records of staff training • Actively promotes and assists nurses to develop and progress on PDRP and supports individual professional development plans • Shares knowledge and research in different context e.g. presentations, seminars, study days, conferences • Proactive in furthering own professional development • Participates in district, regional and national professional nursing or specialty groups • Actively supports and educates to ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply

Interprofessional collaboration and quality improvement	• Establishes and maintains effective inter-professional relationships • Facilitates audits and practice reviews to identify education gaps and develops plans to address these • Identifies and contributes to quality improvement initiatives • Provides leadership in the development and implementation of policies, procedures and resources • Contributes to the education, implementation and evaluation of practice innovation and new technologies/ procedures • Anticipates and participates in management of clinical risk in specialty area • Reports and contributes to the investigation and resolution of adverse events
Workforce	• Supports the nursing leadership team in workforce development strategies • Facilitates support of Māori and Pacific workforce in line with strategic nursing priorities • Engages staff in appropriate education i.e. organisational learning updates, service essential training and professional development opportunities to fulfil training requirements and individual nurses performance objectives • Raises concerns about competence or conduct with CNM in a timely manner and provides education and support to address these • Engages actively with staff to ensure safe staffing initiatives and Trendcare activity is carried out in a timely manner • Engage with model of care initiatives and leads change as required
Professional Development	• Proactive in identifying own professional development needs and negotiating appropriate resources • Maintains current senior PDRP

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: Nurse Director, Director of Mental Health Nursing, Associate Director of Nursing Mental Health

Relationships

External	Internal
- Tertiary Education Organisations - Primary Health Care Providers - Student Nurses - Consumer advocates & agencies - NGO services - Primary Care - Nursing Council of NZ - Te Ao Māramatanga: College of Mental Health Nurses New Zealand. - Health & social support agencies	- District Chief Nurse - Director of Nursing MHAIDS - Workforce and Practice Development Unit - Inter-professional teams - Learning, development and Research - Māori and Pacific Health Units - Lived Experience Team - MHAIDS Quality Team - Other MHAIDS Teams - Disability Team - Nursing teams - Medical team - Allied Professions - Other members of the interprofessional teams - Health Care Assistants - Tangata whaiora / Whānau - Other District speciality Inpatient Teams

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
- Completion of an undergraduate (leading to registration) or post graduate program in mental health or intellectual disability nursing.
- Minimum three years post graduate nursing experience within the speciality of mental health, addictions and intellectual disability nursing
- Strong verbal and written communication skills
- Post-Graduate Diploma and working towards Masters of Nursing
- Relevant qualification in adult education or working towards this within agreed timeframe
- A personal commitment to on-going learning and development including attainment/maintenance of senior PDRP
- Demonstrates 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 the nursing role
- A commitment to achieving equitable outcomes for Māori
- Full drivers licence

Desired:

Demonstrate

- Experience in implementing Te Tiriti o Waitangi in action.
- Expert clinical skills and relevant technical expertise, certification or credentials
- Strong verbal and written communication skills
- Membership of Te Ao Māramatanga: College of Mental Health Nurses

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 in practice
- Delivering an exemplary standard of care
- Practice informed by research 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.