

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, Te Wheke o Muturangi
Reports to	Director Māori
Location	This position is expected to work from Hutt locality however may be asked to work across the district including Wellington/Hutt Valley bases.
Department	Mental Health, Addiction, and Intellectual Disabilities Service

Date	10 August 2026
Salary band (indicative)ⁱ	As per Nursing or Allied MECA
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:

This role is an important link between Te Wheke o Muturangi and MHAIDS and will ensure that tāngata whaiora and whānau receive safe, effective and culturally responsive services based on their needs.

The Clinical Coordinator, Te Wheke o Muturangi will work alongside staff and key MHAIDS leadership to ensure a smooth pathway through the service, consistent with the vision of integrated approach to service delivery.

This will also involve working with the adult community mental health and addiction teams in Lower Hutt and Upper Hutt, the Infant, Child and Adolescent Family Service (ICAFS) and Hutt Valley Crisis Resolution Service (CRS). The Coordinator will also link with MHAIDS Māori staff based in Hutt Hospital as well as the acute mental health inpatient unit (Te Whare Ahuru).

Referral management and allocation of work to the team will also be an important function of the role, as the Clinical Coordinator will be responsible for prioritising and screening referrals to Te Wheke o Muturangi. This approach will be holistic, trauma-informed and inclusive of

tikanga Māori principles, ensuring whānau are not repeating their stories to different people. Escalation of risk in referral management and treatment risk is also a core part of this role, and broader risk challenges should also be considered i.e. family harm, care and protection risks, to ensure the safety of whānau as well as the service.

The Clinical Coordinator will be expected to liaise with community stakeholders (e.g. primary care, other NGO's, hospital services) and Te Pae Pae Ārahi leadership, and these networks will be vital to assist with appropriate referrals to the service, and to build and maintain whakawhanaungatanga.

Key Result Area	Expected Outcomes / Performance Indicators
	- Stronger cultural and whānau connectons for tangata whaiora - Increased access to rongoā Māori - Strengthened puna waiora for tāngata whaiora and whānau - Integrated, flexible community care
	Strong collaboration across iwi providers, NGO sector, and Health New Zealand/Te Whatu Ora MHAIDs clinical teams
	- Faster access to care and reductions in crises presentations aligned with National Health Targets 80% seen within 3 weeks 95% of ED presentations resolved within 6 hours

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
• Local NGO health and disability providers, PHOs, GPs • Respective 3DHB Māori and Pasifika people's health units • Local Iwi/Mana Whenua • Other public Sector services, e.g. NZ Police, Ministry of Social Development, Te Pou, Te Hīringa Mahara • Ministry of Health • Clinical and operational leaders of other districts • Occupation Health and safety staff • Staff from other Health NZ Te Whatu Ora districts • Unions • Training providers/local universities	• Clinical Director and Group manager, Mental Health and Addiction • Team Leaders • Clinical nurse Specialist • Clinical and administrative staff within operational group • MHAIDS clinical leaders • Professional Leaders • MHAIDS Operations Managers • Lived Experience Advisors and locality Lived Experience Lead • Family/Whānau advisors • Support Staff • Quality & Risk staff • Communications, Finance, HR, legal and other enabling functions

About you – to succeed in this role

You will have

Essential:

- Significant experience in mental health and addiction
- Experience in supervision or mentoring
- Experience with whānau-inclusive practice and kaupapa Māori models
- Skilled in risk assessment, brief interventions, and therapeutic modalities (e.g. CBT, ACT, MI)
- Experience in service development, quality improvement, or accreditation processes
- Experience with electronic clinical systems and paperless workflows
- Registered Nurse with current APC or Allied Health professional with relevant registration
- Full NZ driver licence
- Ability to consent to full NZ Police Vetting check including overseas check.

Desired:

- Postgraduate study in mental health, addictions, leadership or Māori health
- Demonstrated leadership capability
- Experience working with Māori communities, whānau, hapū, iwi
- Experience working with youth, whānau, and cross-cultural contexts
- Understanding of Rongoā Māori and Wairua-based practice
- Authorised Vaccinator or relevant certifications

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:

- Stewardship of resources
- Commitment to wellbeing of self and others
- Cultural humility and safety
- Integrity and transparency
- Relationship-centred practice
- Collaboration and trust
- Reflective and accountable practice
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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.