

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	Genetic Counsellor
Reports to	Team Leader, Genetic Health Service NZ (Central Hub)
Location	Wellington Hospital
Department	Genetic Health Service NZ (Central Hub)
Date	25-08-2026
Salary band (indicative)ⁱ	Clinical/degree-qualified scale 5.2.7 Core Salary Scale (\$79,014-\$119,300)
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 a genetic counselling. Specific services will include:

- Clinic sessions
- Participation in relevant service and clinical meetings related to the service
- Participation in quality improvement activities, clinical audit activities and continuing medical education
- Contribution to service and organisational initiatives in clinical practice

Individual performance objectives and criteria will be based on this position description

The genetic counsellor is required to undertake their clinical responsibilities and to conduct themselves in all matters relating to their employment in accordance with best practice and relevant ethical and professional standards and guidelines as determined from time to time by:

- the Human Genetics Society of Australasia (HGSA) Competency Standards and code of ethics in Genetic Counselling
- the Health and Disability Commissioner
- Capital, Coast & Hutt Valley policies and procedures except to the extent that they may be inconsistent with any other provision of this agreement.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Responsibility	• Maintains and manages a clinical genetic counsellor caseload • Conducts outpatient clinics, and other duties, using the allocated time efficiently and effectively towards achieving the goals of the service. • Obtains informed consent for all patients in accordance with the organisation's policy for undertaking testing. • Meets clinical, ethical and cultural competencies specific to genetics services. • Participates in professional supervision • Meets requirements for registration and continuing professional development
Staff and Patient Relations	• Maintains effective interpersonal relationships with GHSNZ colleagues, multidisciplinary staff, patients and relatives/whanau. • Handles problems and complaints sensitively
Quality Assurance	• Attends and participates in regular departmental audit/peer review activities. • Attends and participates in Quality Assurance activities. • Quality of written records meets specified standards. • Patient satisfaction is positive. • Peer review is favourable. • Meets with colleagues to discuss and record performance issues and professional/personal development, at least annually.
Education and Teaching of Junior staff and other professional groups	• Provides teaching or educational presentations for other health professionals or groups with an interest in clinical genetics as appropriate. • Provides supervision and mentoring of junior staff and students
Quality Improvement Initiatives	• Identifies improvement opportunities and notifies the Team Leader of these. • Participates in the service's quality and risk improvement and minimisation activities. • Provides good patient/client service and is responsive to patient/client requests or complaints.

	- Complies with standards and works to improve patient/client satisfaction. Identifies risks and notifies the Clinical Leader and Service Leader of these. - Complies with Reportable Events policy and other policies and procedures. - Participates in audits.
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
- Laboratory staff - Referring specialists within/outside DHB	- Clinical Leader - Clinical Geneticists - Genetic Counsellors

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| <ul style="list-style-type: none"> • Colleagues National Service • Government Departments & Statutory Bodies | <ul style="list-style-type: none"> • Clinic Administrators • Service Leader |
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About you – to succeed in this role

You will have

Essential:

- [Masters in Genetic Counselling or equivalent]
- Be a member or fellow of the HGSA (or equivalent)
- Be genuinely interested in people, and able to relate to a wide range of people in a helpful, intellectual and compassionate manner
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Desired:

- [Demonstrate 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 your role]
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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.
- Motivated to achieve high quality, effective and safe services
- Willingness to participate in a multi-disciplinary team environment
- Effective listening skills, verbal, non-verbal and written communication skills
- Ability to provide empathic counselling to patients and their families/whanau in a way that does not impinge on their autonomy
- Commitment to ongoing professional and personal learning
- Commitment to the profession
- Ability to manage time effectively and meet deadlines
- Commitment to the provision of an integrated national genetics service

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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.