

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	Local Service Coordinator
Reports to	Local Service Lead
Location	BNZ Tower, Porirua
Department	Porirua Community Mental Health Team
Salary band	\$116876-\$124480
Children's Worker role	No

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 Local Service Coordinator ensures that people accessing specialist adult mental health and addiction services in the locality are appropriately allocated to the right function at the right time based on their need.

The Local Service Coordinator work alongside the Local Service Lead and the Principal Clinician to ensure the smooth flow of tāngata whaiora through the service, which is consistent with the vision of an integrated approach to service delivery.

Key Result Area	Expected Outcomes / Performance Indicators
1. General accountabilities	• Works alongside the Local Service Lead and Principal Clinician to ensure that the needs of tāngata whaiora within the locality are met most appropriately. • Ensures that the home base works closely with the community, and their strong links with local NGO and primary care providers ensure an integrated approach.

	• Promotes the importance of building intentional partnerships to strengthen community connection, awareness and understanding of services available and how they could be utilised to support tāngata whaiora and whānau as part of their recovery journey. • Represents their home base at local community network forums/meetings. • Understands the roles and functions of the Local Adult Specialist Mental Health and Addiction Service locality and can support team members to work in partnership with other parts of the mental health and addiction system (internally and externally). • Ensures that staff understands their roles and responsibilities. • Monitors and manages staffing levels within the function(s) and home base, and escalates any risks/staffing shortages to the Local Service Lead for management and resolution. • Clinically prioritises referrals and allocates to appropriate clinicians. • Monitors wait times and delays for initial assessments and responds to issues effectively. • Ensures home base KPIs are being met or that plans are in place to address discrepancies. • Has an advanced knowledge of clinical risk, and can confidently escalate issues of risk appropriately. • Supports staff during and after significant events. • Provides cover for the Local Service Lead during short-term absences (e.g., approving leave, training requests, managing disputes). • Leads by example by showing exemplary practice standards in their own clinical work.
Leadership	• Ensures the team works to the vision, values and principles of the model of care. • Identifies and responds to issues that might affect the clinical performance of individual team members and the service in general. • Facilitates supportive team work and fosters a safe and supportive environment for staff. • Facilitates and oversees the orientation and development of new staff and visitors. • Develops collaborative relationships with other MHAIDS services, NGOs, and primary care providers. • Assists other staff to work through difficult situations or questions in relation to their clinical work. • Provides an emotionally containing presence for team members. • Role-models person-directed care and attitudes to team members.
Workforce development	• Works with the Local Service Lead to complete regular caseload reviews and performance appraisals.

	- Identifies staff who may require assistance in their performance and works with the Local Service Lead to address performance issues. - Assists staff with identifying professional development and training opportunities.
4. Quality and Risk	- Ensures that the team works to relevant policies and guidelines and raises any issues in these areas. - Is an active member of home base/locality Clinical Governance Committee, and is available to assist in the development and sustainability of service development initiatives. - Is aware of the required audits and facilitates their completion effectively.
5. Te Tiriti ō Waitangi	- Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti ō Waitangi obligations are adhered to - Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance. - Demonstrates an awareness of health inequalities and supports workforce and wider service initiatives that contribute towards reducing these inequalities. - Cultural competence is grown across the team, supporting inclusion and partnership.
Lived Experience Engagement	- Is committed to upholding the Code of Expectations required by the Pae Ora Act 2022. - Is committed to recovery, wellbeing, culturally responsive and person-directed service design and delivery within the home base. - Will creates a culture that is safe and supportive of the lived experience and peer support workforce. Leading by example and supporting staff in training to improve knowledge and decrease experiences of discrimination. - Values and prioritises the voice of lived experience and recognises its contribution and expertise within the home base. This is demonstrated by working in partnership with the Lived Experience Lead to inform service design and delivery. - Seeks feedback on ways to improve care and actions this feedback alongside the Lived Experience Lead to ensure the home base is informed by those with lived experience and their whānau. This is demonstrated by positive Mārama RealTime Feedback, direct feedback from tāngata whaiora and whānau, and the compliments and complaints processes about the home base.

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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
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Relationships

External	Internal
• Māori and Pacific Health partners • Disability Team • Peer support advocates and agencies	• Clinical Leader • Operations Manager • Principal Clinician • Professional Leaders

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| <ul style="list-style-type: none"> • NGO and Primary Care providers within locality • Other external stakeholders such as NZ Police, Ambulance, hospital services • Other Districts • Students • Professional bodies & Associations | <ul style="list-style-type: none"> • Multidisciplinary team members • Tāngata whaiora, whānau and support people • Other Local Service Coordinators in the localities • Other home base staff and teams • Lived Experience Advisory Team |
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About you – to succeed in this role

You will have

Essential:

- At least 5 years' experience working as a registered mental health and addiction professional.
- A commitment to achieving equitable outcomes for Māori whānau.
- A commitment to achieving equitable outcomes for other priority/vulnerable populations, including Pacific peoples and disabled people.
- A personal commitment to ongoing learning and development, including the attainment/maintenance of the PDRP or other applicable professional frameworks.
- B. Essential Professional Qualifications / Accreditations / Registrations:
- Registered mental health professional with current annual practicing certificate.
- Current full NZ driver's licence.
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail.
- A high standard of written and spoken English. □ Ability to consent and undergo a full Police Vetting Check under the Vulnerable Childrens Act (2015).
- C. Someone well-suited to the role:
- Has the ability to see the bigger picture and to think strategically, working with ambiguity and complexity when managing the resources within the home base.
- Is interpersonally effective and emotionally intelligent.
- Provides an emotionally containing presence for staff.
- Fosters a nurturing environment within the locality.
- Is a good and fair negotiator.
- Is well organised and shows attention to detail.
- Has excellent time management skills.
- Demonstrates a commitment to and understanding of Te Tiriti o Waitangi (and its application to health) and has a willingness to improve outcomes for Māori.
- Can be relied upon to deliver identified outcomes and results.

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.