

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	Service Facilitator		
Reports to	Service Leader – Capital Support		
Location	This position is expected to work from Kenepuru Hospital, but the area covered is across Capital and Coast region.		
Department	Capital Support- CAHOA directorate		
Direct Reports	0	Total FTE	0
Budget Size	Opex	0	Capex 0
Delegated Authority	HR	0	Finance 0
Date	23/09/2026		
Salary band (indicative)ⁱ	As per Allied Health and scientific MECA Core Group B step 3 with additional increments as specified by MECA up to MAX of		
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

To provide clients with options that promote and enable them to gain maximum function and quality of life.

Capital Support is a Needs Assessment and Service Coordination (NASC) agency that provides access to disability support services for people who face long term disability who live across the Capital and Coast region. Capital Support is an independent agency run by Te Whatu Ora. It is contracted to the MOH to carry out community-based needs assessment and service coordination (NASC) services.

The following Ministry of Health contracts are managed by Capital Support to provide the following services:

- Community-based needs assessment and service coordination (NASC) services for clients who are under 65 and have long-term disability support needs. The Disability Services Directorate (DSD), Ministry of Health (MOH) contracts for this service.

Following the needs assessment process, packages of services appropriate to the needs of the client are developed and implemented through the service coordination process. This includes home support services, carer relief and residential care and a variety of other disability support packages.

The contract includes managing an indicative service budget for the range of disability support services available in the community or in residential care placements.

The service is based in Porirua. It is available during standard office hours, with an on-call arrangement for after-hours crisis response.

Role Perspective

- Taking all practicable steps to ensure personal safety and the safety of others.
- To ensure that practice does not bring into disrepute the service Capital Support offers or the services that are referred to.
- Work toward enhancing and developing relationships within the organisation and the community for the betterment of the people accessing Capital Support.
- Practice in a way that ensures that a person is encouraged to be self-determining and that their goals are respected and worked toward.
- Practice to the degree where contractual expectations are supported and achieved.

Key Result Area	Expected Outcomes / Performance Indicators
1. Needs Assessment <i>Conduct person centred assessments with people using the service, ensuring that all needs are identified and assessed.</i>	• Effective communication with the clients/family/carers/Whanau in, written and verbal form. • Communication, assessment and documentation in line with the NASC contract/service specification and service standards. • Responds in timely manner to requests for information from the clients/family/carers/Whanau/referrers
2. Service Co-ordination <i>Identify all non-funded and funded services and support options for people who access Capital Support services at any need level. Co-ordinate a package of support, in consultation with the client, which is based on the client's assessed and prioritised needs, one that will incorporate natural networks, funded and unfunded services where appropriate.</i>	• Effective communication with the clients/family/carers/Whanau in, written and verbal form. • Communication, assessment and documentation in line with the NASC contract/service specification and service standards. • Responds in timely manner to requests for information from the clients/family/carers/Whanau/referrers/providers

3. Review Process <i>Ensures the review process is effectively managed.</i>	- Effective communication with the clients/family/carers/Whanau in, written and verbal form. - Communication, assessment and documentation in line with the NASC contract/service specification and service standards. - Responds in timely manner to requests for information from the clients/family/carers/Whanau/referrers/providers
4. Documentation Management <i>Needs assessment and service co-ordination documentation is accurate, appropriate and up-to-date.</i>	- Effective communication with the clients/family/carers/Whanau in, written and verbal form. - Communication, assessment and documentation in line with the NASC contract/service specification and service standards. - Responds in timely manner to clients/family/carers/Whanau/referrers/providers
5. Referrals <i>Relationships with referral agencies are developed and maintained.</i>	- Effective communication with referrers in, written and verbal form. - Timely response to referrals providing useful and comprehensive information about process/acceptance/decline - Timely referral on to other agencies as appropriate
Continuous Quality Improvement	- Service provided is appropriate - Staff show up-to-date knowledge and provision of support to all clients - Staff work collaboratively to meet client needs
6. Risk Minimisation <i>Actively contributes to risk minimisation activities within the service</i>	Risks are identified, and mitigation or elimination plans are in place.
7. Health and Safety <i>Complies with responsibilities under the Health & Safety in Employment Act 1992</i>	Responsibilities under the Act are met

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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [insert other matters which must be referred, and who they should be referred to]

Relationships

External	Internal
External Stakeholders: • Clients (People who access the services of Capital Support) • Client family whanau members • Client advocates • Health Professionals • Healthcare organisations (PHOs, Hospitals) • Service Providers (HCSS) • Community agencies, Disability Support services • Other agencies working with/beside Capital Support • Other NZ NASC agencies • Other Central and local government agencies providing services to the disability sector such as WINZ, MSD, Housing NZ, GSE, Local Councils, Oranga Tamariki and High Complex Needs Unit.	• Service Leader • Administrative Staff • Service Facilitator's • Other Te Whatu Ora Staff

About you – to succeed in this role

You will have

Essential:

a. Knowledge and Experience:

- An understanding of issues concerning people with disabilities.
- Experience of office procedures, administration and computer systems.
- Excellent communication skills both verbal and written.
- Excellent interpersonal and public relations skills.
- Strong commitment to providing excellent customer service – willingness to listen, seeks solutions to enquiries, and ability to work effectively with people at all levels.
- Sensitivity to different cultural needs of clients, and demonstrated commitment to the principles of the Treaty of Waitangi.
- Flexibility, adaptability and initiative to undertake the duties required to maximise the support for the team.
- Management of delegated duties as required.
- Clear understanding of the Privacy Act and the requirements for confidentiality and discretion.
- Team player with a positive, friendly, flexible and ‘can do’ attitude

Professional Qualifications / Accreditations / Registrations:

- A relevant tertiary or equivalent qualification is desirable but not essential. Demonstrated experience of working within the disability sector.

Someone well-suited to the role will place a high value on the following:

- Having a commitment to Health and Independence Improvement goals, the values and goals of C&CDHB and to continuous learning and performance development.
- Encouraging the development of all team members.

Skills:

- A current driver’s license and the ability to drive a manual or automatic vehicle.
- Excellent time management and prioritisation skills.
- Ability to manage a changing caseload on a daily basis.
- Strong business judgment and decision making capabilities.
- Ability to communicate effectively on many levels.
- Expertise in casework or experience in a service delivery environment similar to Capital Support
- Sensitivity to issues related to equity, people with disabilities, and cultural and social needs.
- Safe work practice that does not put at risk peers or people who access the service.
- Enthusiastic, professional and self-motivating, with a ‘can-do’ attitude’
- Strongly person-focused, with a natural empathy

- A team player with strong organisational skills
- Adaptable and able to solve problems
- Tactful and diplomatic

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.

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.