

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	Team Coordinator
Reports to	Team Leader
Location	Lower Hutt
Department	AWHI
Date	18/09/2026
Salary band (indicative)ⁱ	120,356-125,634 Allied Health
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 coordination of staff, systems and resources for AWHI to ensure service delivery is safe, equitable, efficient and effective. The coordinator may contribute to supervision and coaching of staff working within AWHI but does not have any formal delegated management authority. The coordinator uses clinical expertise to support effective clinical care.

The Coordinator is responsible for day-to-day clinical coordination for the AWHI team, including screening and prioritisation of patients from inpatient wards, caseload allocation, and operational support.

The Coordinator will respond to the Districts changing needs, performing other tasks as required. The coordinator is expected to contribute to implementing District goals and values, while promoting Capital, Coast and Hutt Valley.

Key Result Area	Expected Outcomes / Performance Indicators
General Accountabilities	• Maintains a strict sense of professional ethics, confidentiality and privacy and abide by the HNZ Code of Conduct • Assists the TL to lead a culture of safe practice and applies District policies and processes • Assists the TL to lead and role model application of Te Tiriti o Waitangi principles • Champions equity and diversity in the workplace • Contributes to improving inequities by working with colleagues to meet the Pae Ora (Healthy Futures) Act 2022 obligations • Contributes to the achievement of service and District KPIs and goals • Completes core training as applicable for the role • Participates in an annual performance review and associated clinical assurance activities
Leadership	• Establishes and maintains effective communication and interprofessional relationships. • Supports and motivates staff towards cohesive team function • Role models and promotes high standards of practice • Supports the implementation of clinical guidelines, standards and protocols to reflect best practice and improve clinical outcomes • Fosters reflective practice • Acts in a mentorship role for staff, monitoring clinical practice and providing opportunities for development • Responds with constructive strategies to meet new challenges and actively supports change • Contributes to project work as relevant to role • Contributes relevant meetings, committees and working parties
Patient care delivery	• Plans ahead and coordinates effective patient admission/attendance, care and discharge in collaboration with inter-disciplinary team • Activates and implements Standard Operating Procedures when required • Ensures direction and delegation is provided to achieve safe care • Works in partnership with patients and whanau to provide appropriate services as determined by them • Provides clinical expertise and advice • Supports staff to use clinical judgement and apply ethical principles to resolve patient care issues • Provides direct patient care as required • Completes documentation consistent with legal and organisational requirements

AWHI coordination	• Provide day to day coordination for the AWHI team. This includes effective and equitable allocation of resources, referral management and provision of clinical advice, support and guidance to others. • Work in partnership with inpatient/referring areas to clearly communicate the role of the team/service and set expectations • Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patients • Represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required • Demonstrates negotiation and conflict management skills within the workplace • Provides reports to managers in relation to team and service area • Applies an understanding of local, sub-regional, regional and national context in relation to provision of health and social care and the impact on service provision • Assists clinical staff to plan patient flow and optimise caseload management to match capacity with demand • Demonstrates an awareness of health inequalities with evidence of implementing actions within own clinical practice and identifying solutions for wider service delivery
Quality and risk	• Identifies and contributes to quality improvement initiatives • Carries out and supports others with assessment and management of risk
Professional development	• Proactive in identifying own professional development needs and negotiating appropriate resources • Maintains current senior professional development log

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.
- Clinical or operational matters that require escalation must be referred to the relevant health professionals, operational and nursing professional lead

Relationships

External	Internal
[[Clients, family and whanau - ACC - Enable NZ - Care Coordination Centre - Community agencies and support groups - Other districts - Capital support - Tertiary education providers - Consumer advocates and agencies - Professional bodies and associations - Primary Healthcare - Aged residential care sector - Health and social support agencies	- AWHI-Hutt team members - AWHI – Capital and Coast team members - Professional leaders - ORA Team Leaders - Ward, Community and District nursing teams - Clinical leads/senior medical officers/Registrars and house officers - Patient administration - Care capacity demand team - Group/Operation/service managers - Workforce and practice development unit - Maori and Pacific Health Units - Transport Department - Central Equipment pool

About you – to succeed in this role

You will have

Essential:

- Relevant qualification in Allied health profession and current APC

- Full drivers licence
- At least 5 years clinical practice
- Clinical experience and knowledge relevant to area of service
- Demonstrated experience in service, quality or process improvements
- Strong understanding of inter-professional practice
- Registration with applicable professional board and current annual practicing certificate

Desired:

- [Experience in implementing Te Tiriti o Waitangi in action
- Developing capability in nursing leadership
- Competent computer skills
- Continual improvement focus
- Well organised, effective and efficient
- Excellent communication skills
- Awareness of health equity
- Awareness of Health New Zealand processes
- Awareness of Hutt hospital systems

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.
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Desired:

Demonstrate:

- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Commitment to ongoing learning and development
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice [Demonstrate ...]

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.