

He Whakamahuki Tūranga: Position Description

Position	Registered Nurse – Clinical Coach
Team / Service	Emergency Department
Directorate	Hospital Operations
District	Capital, Coast & Hutt Valley
Responsible to	Clinical Nurse Manager, Emergency Department, Hutt Hospital
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work in the Emergency Department of Hutt Hospital. From time to time as part of Variance Response you may be required to work in other areas.

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region

- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

Mana motuhake Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

Mana tāngata	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
Mana Māori	Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Team/Service Perspective

Hutt Hospital's Emergency Department (ED) is part of the Hospital Operations Group within the Capital, Coast and Hutt Valley district. The group delivers a wide range of services from primary to tertiary level, serving the local community as well as the wider Central Region. Operating across Wellington Regional, Hutt, and Kenepuru Hospitals, the ED team provides high-quality, responsive care to a diverse population—often with complex health needs.

Hutt ED is a fast-paced, acute environment where clinical decision-making, adaptability, and teamwork are essential. We see a wide variety of patient presentations, including a significant number of Māori, Pasifika, and elderly patients. Our team is skilled at navigating not only complex clinical situations but also the cultural and social dynamics that impact patient care. Cultural safety, clinical excellence, and a strong sense of equity are embedded in everything we do.

Our nursing team is vibrant, professional, and committed to delivering quality care under pressure. We pride ourselves on being more than just colleagues—we are a true work whānau. We support each other through the busiest shifts and toughest cases, and we celebrate our wins together. As a Clinical Coach, you'll play a pivotal role in maintaining this culture by supporting nurses in their transition into ED and guiding their clinical and professional development.

We are looking for experienced ED nurses who are triage and resus trained, with a passion for mentoring and a desire to give back to the profession by supporting the next generation of emergency nurses. This role is ideal for someone who is clinically strong, compassionate, and enthusiastic about education.

At Hutt ED, we're committed to long-term professional growth. We actively support career development through clear pathways into advanced roles such as Clinical Nurse Specialist (CNS), Associate Charge Nurse Manager (ACNM), and Clinical Educator positions. As a Clinical Coach, you will be key in helping staff identify and progress through these pathways—while also continuing your own leadership journey in a meaningful and rewarding way.

Purpose of the role

The Registered Nurse (RN) Clinical Coach (CC) is responsible for promoting and providing targeted and planned point of care clinical education and coaching for an identified individual nurse, nursing cohort or team.

This role supports relevant education plans aligned to individual and service needs in conjunction with the nursing leads of the area. As a RN, they meet the needs of patients and their family/whānau using contemporary nursing care, which is safe, appropriate, and effective.

The care is based on comprehensive assessment, ensures continuity, and is patient/whānau centred, culturally safe, and evidence based. The clinical coach works rostered shifts/across the continuum, sharing a case load with the nurse to maximise education and coaching opportunities.

The RN – Clinical Coach will respond to the changing needs of the District, performing other tasks as required. The RN is expected to contribute to the implementation of District and nursing goals and values, and to promote Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Accountabilities

The following accountabilities derive from competencies outlined by Nursing Council of New Zealand. Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as a nurse.

In this Role Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

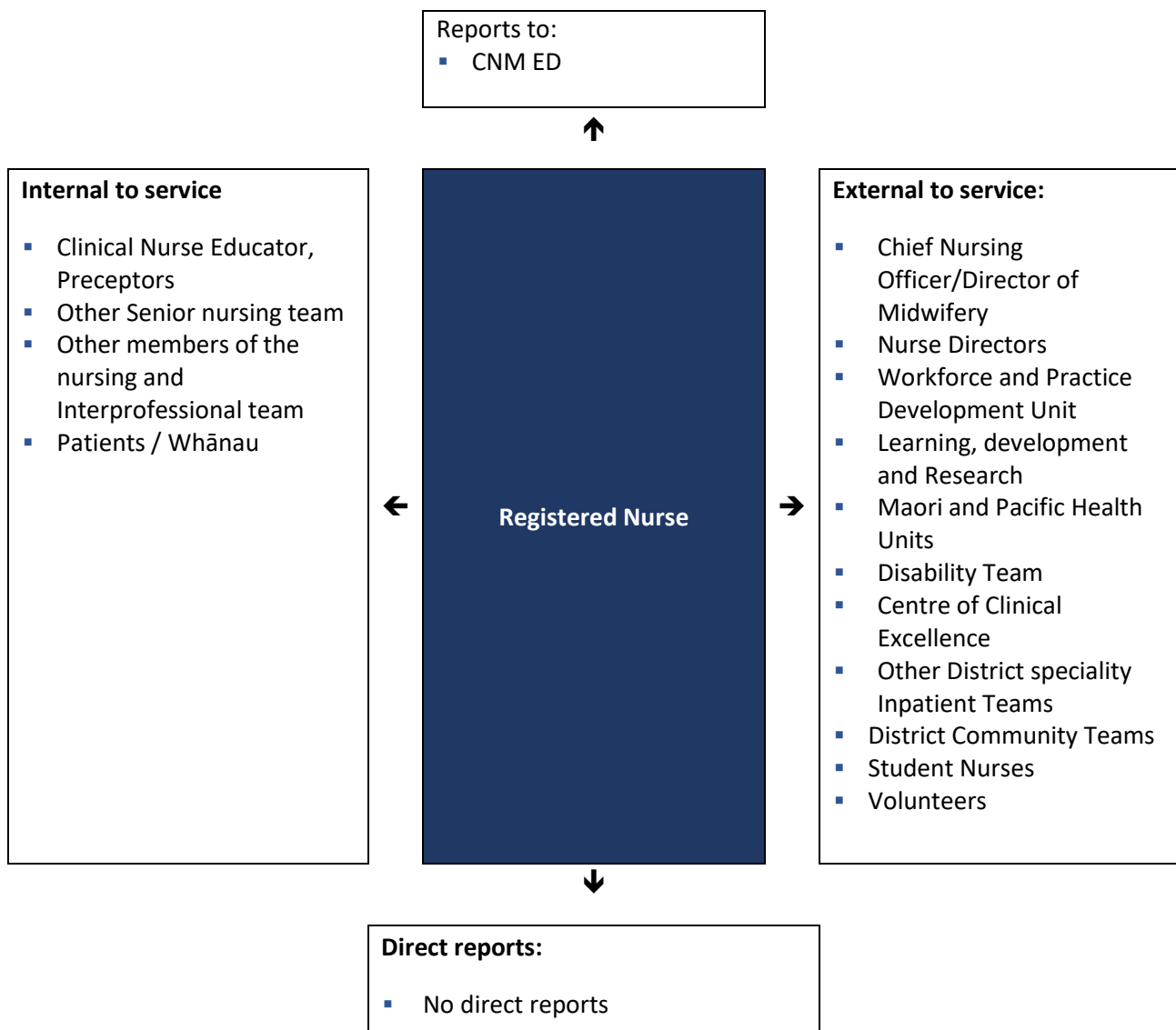
Competency	Behaviours
Domain One: Te Whakawhanake Ngaiotanga Whaiaro: Professional responsibilities Includes accountabilities for professional, legal, ethical responsibilities and culturally safety. These includes being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patient safety, independence, quality of life and health.	<ul style="list-style-type: none"> Evidence professional, legal and ethical responsibilities and cultural safety. This includes demonstrating knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patient safety, independence, quality of life and health; Demonstrates the ability to apply the principles of Te Tiriti O Waitangi The Treaty of Waitangi to nursing practice; Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses, nurse assistants and others; Promotes an environment that enables safety, independence, quality of life, and health for the person and whānau receiving care; Practices nursing in a manner that the person and whānau determine as being culturally safe.
Domain Two: Te Hīranga O Te Mahi Hauora: Management of nursing care Includes accountabilities related to assessment and managing patient care, which is responsive to the person and whānau needs, and which is supported by nursing knowledge and evidenced based research	<ul style="list-style-type: none"> Undertakes a comprehensive and accurate nursing assessment of the patient in a range of settings; Assesses and manages patient/whānau care, which is responsive to the patient's needs and is supported by nursing knowledge and evidence based research; Ensures documentation is accurate and maintains confidentiality of information; Ensures the patient has adequate explanation of the effects, consequences and alternatives of proposed treatment options; Acts appropriately to protect oneself and others when faced with unexpected responses, confrontation, personal threat or other crisis situations; Evaluates the person's progress toward expected health outcomes in partnership with them; Provides health education appropriate to the needs of the person and whānau within a nursing framework; Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care; Maintains professional development.
Domain Three: Te Whakawhiti kōrero whaihua me te mahi ngāta: Interpersonal relationships Includes accountabilities related to interpersonal and therapeutic communication with people and	<ul style="list-style-type: none"> Establishes, maintains and concludes therapeutic interpersonal relationships with patients and whanau; Practises nursing in a negotiated partnership with the person and whānau where and when possible; Communicates effectively with the patient and whānau, and members of the health care team.

Competency	Behaviours
whānau, other nursing staff and inter-professional communication and documentation	
Domain Four: Te whakapai ake i te kounga rangahau me te huringa: Interprofessional health care and quality improvement Includes accountability that as a member of the health care team, the nurse evaluates the effectiveness of care and promotes a nursing perspective within the interprofessional activities of the team	<ul style="list-style-type: none"> ▪ Demonstrates that as a member of the health care team, they evaluate the effectiveness of care and promote a nursing perspective within the interprofessional activities of the team ▪ Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care; ▪ Recognises and values the roles and skills of all member of the health care team in the delivery of care; ▪ Participates in quality improvement activities to monitor and improve standards of nursing.
Health and Safety	<ul style="list-style-type: none"> ▪ Ensures that health and safety practice meets the requirements of Health and Safety at work legislation, applies the District policies and processes and contributes to a culture of safe practice.

Key Accountabilities specific to the RN Clinical Coach	
Whakaako Mahi Haumanu Clinical Coaching	Expected Outcomes
<ul style="list-style-type: none"> ▪ Partners with senior nursing team and preceptors to implement education plans for individual nurses, cohorts, and/or teams that are aligned with individual and service needs ▪ Ensures that education provided is in alignment with Te Tiriti, equity and whanau centred care ▪ Works alongside nurses in direct care delivery to support practice development and clinical decision making ▪ Creates positive, safe, respectful, and supportive learning environments for individuals and teams ▪ Coaches' nurses to undertake comprehensive and accurate assessments, using an organised and evidence-based assessment methodology ▪ Role models skilled administration of interventions, treatments, and medications using established policy and guidelines ▪ Coaches so that timely intervention is achieved for patients whose condition is assessed as of concern, encouraging escalation as required ▪ Promotes care that is patient focused and planned, and responsive to ethnic, cultural, religious and other individual needs ▪ Models and promotes appropriate and accurate communication and documentation ▪ Identifies Māori and Pacific nurses who may require additional cultural support and connects them with this support and with peers ▪ Supports and guides preceptors 	<ul style="list-style-type: none"> ▪ Coaching in clinical environment for 80% of allocated FTE on rostered, rotating shifts ▪ Ensures all staff training is in progress and completed as required

Key Accountabilities specific to the RN Clinical Coach	
Whakaako Mahi Haumanu Clinical Coaching	Expected Outcomes
<ul style="list-style-type: none"> ▪ Provides feedback in a manner that is respectful, constructive, and strengths-based ▪ Has challenging conversations leading to positive outcomes when required to support practice development ▪ Advocates for nurses learning needs ▪ Reports regularly on nurses/cohort/team progress with the Nurse educator and/or Clinical/Charge Nurse Manager ▪ Escalates practice development, conduct, and competence concerns 	

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Team work	<ul style="list-style-type: none"> Collaborates with fellow team members and work groups to achieve service objectives Seeks out opportunities to support others in achieving goals Recognises and respects individual differences Actively contributes to and accepts consensus decisions
Commitment to Kawa Whakaruruhau	<ul style="list-style-type: none"> Demonstrates understanding and application of the principles of Te Tiriti O Waitangi Treaty of Waitangi in nursing practice Works towards achieving equitable health outcomes for Māori Supports tangata whenua/mana whenua led change to deliver mana motuhake in the design, delivery and monitoring of health care Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity Supports the expression of hauora Māori models of care and mātauranga Māori
Equity	<ul style="list-style-type: none"> Commits to helping all of our people to achieve equitable health outcomes Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery Supports the dismantling of policies, procedures and practices that cause inequity Supports Māori-led responses Supports Pacific-led responses Supports Disability-focused responses
Self-Management	<ul style="list-style-type: none"> Sets high personal standards and strives to achieve goals Is proactive and displays initiative Is resilient and able to adapt to change Understands and acknowledges personal and professional limitations Ability to work to deadlines to achieve outcomes
Communication/Interpersonal Skills	<ul style="list-style-type: none"> Demonstrates compassion Empathises with others and considers their needs and feelings Actively listens, drawing out information and checking understanding Communicates information effectively and accurately, both orally and in writing. Adjusts style to the recipients and considers their frame of reference

Competency	Behaviours
Professionalism	<ul style="list-style-type: none"> ▪ Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct. ▪ Is aware of professional boundaries ▪ Shows courtesy, respect, caring for people and their whānau in all aspects of nursing practice
Flexibility	<ul style="list-style-type: none"> ▪ Ability to flex within the scope of Registered Nurse practice to meet the changing needs of people and their whānau and the population ▪ Responds positively and collegially, to requests for help from other team members

Experience and Capability

Essential Professional Qualifications / Accreditations / Registrations skills and experience:

- Registration with Nursing Council of New Zealand (NCNZ)
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- Demonstrates 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 the nursing role
- A commitment to achieving equitable outcomes for Māori
- Two years post-registration experience
- Proficient PDRP
- Preceptorship and Assessors Certification or relevant experience
- Post Graduate Qualification or working towards
- Resus and Triage qualifications

Desirable

- Previous experience in clinical coaching
- Post Graduate qualification or working towards

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

- Commitment to Te Tiriti o Waitangi
- Living the District values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed