

Position Description | Te whakaturanga ō mahi
Health New Zealand | Te Whatu Ora

Title	Clinical Day Coordinator, Hutt Valley Crisis Resolution Service		
Reports to	Locality Lead, Hutt valley Crisis Resolution Service		
Location	Lower Hutt district		
Department	Mental Health Intellectual Disability and Addictions Service		
Direct Reports	Nil	Total FTE	1.0
Budget Size	Opex	N/A	Capex
Delegated Authority	HR		Finance
Date	02/07/2026		
Salary band (indicative)*	Senior Grade 1 (116,876 - 124,480) Designated B 120,356 – 125,634)		

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- Defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Based on the Hutt Valley Hospital Campus, the Crisis Resolution Service (CRS) is a 24/7, multidisciplinary team providing assessment and treatment to tāngata whaiora and whānau who are experiencing a mental health crisis and need intensive support.

The Crisis Resolution Service offers the following:

- Access to culturally appropriate, brief, and intensive multidisciplinary, locally-based assessment and treatment for tāngata whaiora and whānau experiencing acute mental distress.
- An enhanced, targeted Emergency Department (ED) response and current models that support collaboration with other agencies (i.e., Co-response Team, ED Mental Health Team, Mental Health Acute Care Support (MHACS).
- A rapid crisis response and referral/warm handover to other community services (if required).
- Ensures statutory obligations under the Mental Health (Compulsory Assessment and Treatment) Act 1992 are met in a least restrictive manner.

Reporting to the Team Leader, Hutt Valley Crisis Resolution Service, the Clinical Day Coordinator has a pivotal role in managing daily activities and clinical outcomes for the service. This includes attending/facilitating daily multi-disciplinary team meetings, managing the activity and flow through the service (specifically internal transfers of care and wait times), and the service caseload through ensuring daily tasks are completed by clinicians. Continuous quality improvement will also be a core part of this role.

The role facilitates strong working relationships, coordinates information flow, and supports equitable engagement and representation to ensure decisions and outcomes reflect our commitment to ensure equitable outcomes for our diverse community.

The Clinical Day Coordinator will be expected to provide expert advice and guidance in treatment planning for crisis interventions, including advice/guidance on complex matters relating to compulsory treatment.

Due to the advanced clinical competency required in this role, the Clinical Day Coordinator will also be expected to cover the Team Leader when they are absent from the service.

Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses. • Demonstrates a willingness to personally take a stand for equity. • Equity informed decision-making evident in the development of plans, strategies and actions that impact service delivery for Māori. • Ensuring that actions taken to address inequities are timely, effective, pragmatic and based on robust evidence and change methodologies. • Challenges current processes and thinking, leading the development of new thinking that will deliver equitable outcomes. • Work in partnership with Māori stakeholders to achieve equity goals for Māori and ensure Te Tiriti o Waitangi obligations are demonstrated. • Supports Pacific-led responses. • Supports disability-focused/tāngata whaikaha responses.
LEADERSHIP ROLES ONLY - Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Culture strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals. • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.

	<ul style="list-style-type: none"> • 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 teamwork and fosters a safe and supportive environment for staff. • Facilitates and oversees the orientation and development of new staff, nursing students 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. •
<p>Lived Experience Engagement</p>	<ul style="list-style-type: none"> • 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 Crisis Resolution Service. • 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 Team Leader 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 service 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 service.
<p>Innovation & Improvement</p>	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices. • Works with the Team Leader to complete regular staff workload reviews and performance appraisals. • Identifies staff who may require assistance in their performance and works with the Team Leader to address performance issues. • Assists staff with identifying professional development and training opportunities. •
<p>Collaboration and Relationship Management</p>	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in

	<p>the way of doing our best and collegially supports others to do the same.</p> <ul style="list-style-type: none"> • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services. • Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o 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.
Health & safety	<ul style="list-style-type: none"> • Ensures that the team works to relevant policies and guidelines and raises any issues in these areas, including Health and Safety. • Manages own Health and Safety risks and escalates any concerns to the Team Leader and/or health and safety representatives. • Is an active member of the service 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.
Compliance and Risk	<ul style="list-style-type: none"> • 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 the Locality Lead.

- Any significant staff events
- Any adverse events involving tāngata whaiora and whānau, and or staff
- Any issues regarding police response and or use of
- Clients who are waiting for a resource
- Any issues with both internal and external stakeholders.[insert matters which must be referred]

Relationships

External	Internal
<ul style="list-style-type: none"> • Māori and Pacific Health partners • Disability Team • Peer support advocates and agencies • NGO and Primary Care providers within locality 	<ul style="list-style-type: none"> • Clinical Leader • Operations Manager • MHAIDS Staff • Professional Leaders • Multidisciplinary team members

<ul style="list-style-type: none"> • Other external stakeholders such as NZ Police, Ambulance, hospital services • Other Districts • Students • Professional bodies & Associations • 	<ul style="list-style-type: none"> • Tāngata whaiora, whānau and support people • Other Local Service Coordinators in the localities • Lived Experience Advisory Team • •
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About you – to succeed in this role

You will have

Essential:

- Registered mental health professional with current annual practicing certificate, ideally at Senior Nurse or Senior Allied Health designated position level.
- Completion or working towards post graduate study
- 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).

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Has the ability to see the bigger picture and to think strategically, working with ambiguity and complexity when managing the resources within the service.
- Is interpersonally effective and emotionally intelligent.
- Fosters a nurturing environment within the service.
- 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:

- 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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.

- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.
- Works with the Team Leader to complete regular staff workload reviews and performance appraisals.
- Identifies staff who may require assistance in their performance and works with the Team Leader to address performance issues.
- Assists staff with identifying professional development and training opportunities.

Desired:

- Works alongside the Team Leader and other key senior staff to ensure that the needs of tāngata whaiora who access crisis services are appropriately met.
- Ensures that the Crisis Resolution Service works closely with the community, and their strong links with local NGO and primary care providers ensure a collaborative approach.
- 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) of the Crisis Resolution Service and escalates any risks/staffing shortages to the Team Leader for management and resolution.
- Clinically prioritises referrals and allocates to appropriate clinicians.
- Monitors wait times and delays for transfers of care to community teams and responds to issues effectively.
- Ensures service 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 Team Leader 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. [

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*