

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	Registered Nurse – Clinical Coach
Reports to	Nurse Manager
Location	Hutt Hospital
Department	Emergency Department
Date	21/07/2026
Salary band (indicative)ⁱ	NZNO HNZ Collective Agreement
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:

Promote and provide 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 Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Result Area	Expected Outcomes / Performance Indicators
Pou One: Māori Health Reflecting a commitment to Māori health, registered nurses support, respect and protect Māori rights while advocating for equitable and positive health outcomes. Nurses are also required to demonstrate kawa whakaruruhau by addressing power imbalances and working collaboratively with Māori.	• Descriptor 1.1 Engages in ongoing professional development related to Māori health and the relevance of te Tiriti o Waitangi articles and principles. • Descriptor 1.2 Advocates for health equity for Māori in all situations and contexts. • Descriptor 1.3 Understands the impact of social determinants, such as colonisation, on health and wellbeing. • Descriptor 1.4 Uses te reo and incorporates tikanga Māori into practice where appropriate.
Pou Two: Cultural Safety Cultural safety in nursing practice ensures that registered nurses provide culturally safe care that is inclusive, responsive and equitable. This requires nurses to reflect on their practice, understand their cultural identity and the power imbalances between the nurse and the recipient of care.	• Descriptor 2.2 Challenges racism and discrimination in the delivery of nursing and health care. • Descriptor 2.3 Engages in partnership with individuals, whānau and communities for the provision of health care. • Descriptor 2.4 Advocates for individuals and whānau by including their cultural, spiritual, physical and mental health when providing care. • Descriptor 2.5 Contributes to a collaborative team culture which respects diversity, including intersectional identities, and protects cultural identity by acknowledging differing worldviews, values and practices.
Pou Three: Whanaungatanga and Communication A commitment to whanaungatanga and communication requires registered nurses to establish relationships through the use of effective communication strategies which are culturally appropriate and reflect concepts such as whānau-centred care and cultural safety. An understanding of different forms of communication enables the nurse to engage with the interprofessional healthcare team, advocate for innovative change where appropriate and influence the direction of the profession.	• Descriptor 3.1 Understands and complies with professional, ethical, legal and organisational policies for obtaining, recording, sharing and retaining information acquired in practice. • Descriptor 3.2 Determines the language and communication needs (verbal and non-verbal) of people, whānau and communities. • Descriptor 3.3 Incorporates professional, therapeutic and culturally appropriate communication in all interactions. • Descriptor 3.4 Communicates professionally to build shared understanding with people, their whānau and communities. • Descriptor 3.5 Assesses health-related knowledge, provides information and evaluates understanding to promote health literacy. • Descriptor 3.6 Ensures documentation is legible, relevant, accurate, professional and timely. • Descriptor 3.7 Uses appropriate digital and online communication.

	• Descriptor 3.8 Provides, receives and responds appropriately to constructive feedback.
Pou Four: Pūkengatanga and Evidence-Informed Nursing Practice Pūkengatanga and evidence-informed nursing practice requires registered nurses to use clinical skills, coupled with critical thinking and informed by high quality and current evidence, to provide quality, safe nursing care. Evidence-informed practice prepares the nurse to differentially diagnose, plan care, identify appropriate interventions, lead the implementation and evaluate care provision and outcomes.	• Descriptor 4.1 Understands the wide range of assessment frameworks and uses the appropriate framework to undertake comprehensive assessments in the practice setting • Descriptor 4.2 Develops differential diagnoses based on a comprehensive assessment, clinical expertise and current evidence to inform the plan of care. • Descriptor 4.3 Implements and evaluates effectiveness of interventions and determines changes to the plan of care. • Descriptor 4.4 Coordinates and assigns care, delegates activities and provides support and direction to others. • Descriptor 4.5 Safely manages medicines based on pharmacotherapeutic knowledge, including administration in accordance with policies and best practice guidelines. • Descriptor 4.6 Supports individual and whānau choices of complementary therapies by ensuring they have sufficient information to make informed decisions about treatment options. • Descriptor 4.7 Understands cultural preferences for complementary treatment, such as the use of rongoā, and supports integration into care. • Descriptor 4.8 Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing. • Descriptor 4.9 Applies infection prevention and control principles in accordance with policies and best practice guidelines. • Descriptor 4.10 Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person. • Descriptor 4.11 Understands and works within the limits of expertise and seeks guidance to ensure safe practice. • Descriptor 4.12 Maintains awareness of trends in national and global nursing to inform change in practice and delivery of care.
Pou Five: Manaakitanga and People-Centred Care	• Descriptor 5.1 Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau.

Manaakitanga and people-centred care requires nurses to demonstrate compassion, collaboration and partnership to build trust and shared understanding between the nurse and people, whānau or communities. Compassion, trust and partnership underpin effective decision-making in the provision of care to support the integration of beliefs and preferences of people and their whanau.	• Descriptor 5.2 Upholds the mana of individuals, whānau and the nursing profession by demonstrating respect, kindness, honesty and transparency of decision-making in practice. • Descriptor 5.3 Facilitates opportunities for people and whānau to share their views and actively contribute to care planning, decision-making and the choice of interventions. • Descriptor 5.4 Establishes, maintains and concludes safe therapeutic relationships.
Pou Six: Rangatiratanga and Leadership Rangatiratanga and leadership in nursing practice are demonstrated when nurses proactively provide solutions and lead innovation to improve the provision of care. Leadership requires all nurses to act as change agents and lead change when appropriate. Fundamental to the integration of leadership is the need for nurses to intervene, speak out, and advocate to escalate concerns on behalf of colleagues or recipients of care.	• Descriptor 6.1 Actively contributes to a collaborative team culture of respect, support and trust. • Descriptor 6.2 Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures. • Descriptor 6.3 Understands continuous learning and proactively seeks opportunities for professional development. • Descriptor 6.4 Engages in quality improvement activities. • Descriptor 6.5 Identifies and responds appropriately to risk impacting the health, safety and wellbeing of self and others to practise safely. • Descriptor 6.6 Understands the impact of healthcare provision on global and local resources, demonstrates and supports the constant assessment and improvement of sustainability practices.
Clinical Coaching	• 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 • 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
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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.

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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
- NZ Nursing Council - Professional bodies and Associations - Wellington Free Ambulance Service - Student Nurses - Volunteers	- Nurse Educator, Preceptors - Other Senior nursing team - Other members of the nursing and Interprofessional team - Patients / Whānau - District Chief Nurse - Nurse Directors - Workforce and Practice Development Unit - Learning, development and Research - Maori and Pacific Health Units - Disability Team - Centre of Clinical Excellence - Other District speciality Inpatient Teams - District Community Teams

About you – to succeed in this role

You will have

Essential:

- [Registration with Nursing Council of New Zealand (NCNZ)

- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- Two years post-registration experience in Emergency nursing
- Preceptorship and Assessors Certification (or equivalent)
- Australasian triage training
- NZRC advance level 6

Desired:

- Proficient PDRP
- Experience in implementing Te Tiriti o Waitangi in action.
- A commitment to achieving equitable outcomes for Māori
- Previous experience in clinical coaching
- Post Graduate qualification or working towards

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.

Desired:

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

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.