

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	Intake Clinician		
Reports to	Service Lead		
Location	Lower Hutt		
Department	Local Adult Mental Health and Addiction Services		
Direct Reports		Total FTE	
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	28/10/2026		
Salary band (indicative)ⁱ	Relevant step on the PSA or NZNO collective employment agreement		
Children's Worker roleⁱⁱ	No		

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 Intake and Assessment Clinician facilitates access to mental health services in partnership with the people we support within the community. The role is based at the Hutt South and Central Community Mental Health team

Priorities of the role

- Receive non-urgent referrals from a variety of sources and triage/screen promptly as per the 3DHB Mental Health & Addiction Prioritisation (Triage) protocol
- Undertake a face to face initial assessment as required using the principles and documentation processes within Te Ara Oranga (MHAIDS Client Pathway)
- Facilitate access to relevant specialised mental health services or other external services (e.g. primary health counselling) if it is agreed in partnership with the person and the referrer that secondary mental health services are not appropriate for the person's needs
- Provide appropriate support to people who 'walk in' to the base, either for general mental health and addiction queries or presenting in crisis
- Assess and escalate any crisis/urgent referrals to the appropriate crisis mental health and addiction services

- Manage people who may only require one-off appointments or short term care with the team (less than 6 weeks) and follow the appropriate service exit processes to ensure appropriate caseload management.
- Liaise with referrers, including local GP's and community networks/NGO providers in the region to ensure people get appropriate, timely and person centred-care and feed back to them if there are any issues regarding quality of referrals

Key Result Area	Expected Outcomes / Performance Indicators
Managing Referrals / Contacts	Requests for service are responded to with courtesy and within a reasonable time frame in line with Te Ara Oranga Client Pathway requirements All people's information is kept in a sensitive manner incorporating Privacy Act requirements Assistance to all stakeholders is given in a customer focussed, professional manner Responses to internal and external information are prompt and accurate. Facilitates access to secondary mental health and addiction services
Continuous improvement and innovation	• Actively contributes to continuous quality improvement activities within the service • • Desk files are updated regularly to reflect changes in the role • • Monitors compliance with service key performance indicators including wait times and urgency of response
Risk Minimisation	• Identifies risks and notifies Team Leader/ Clinical Nurse Manager of these • Actively contributes to risk minimisation activities within the service

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.

Relationships

External	Internal
- Mental health service users and their families/whānau - Māori and Pacific Health Units - General hospital medical services - Relevant government agencies such as NZ Police Ministry of Social Development, ACC - Other Mental Health teams. - Local GP's and community networks/NGO providers	[Clinical Coordinator of team - Clinical Nurse Specialist for service - Professional Leaders including CNS and Nurse Educator - Wider MDT members within the team, including SMO's - Mental Health and Addictions Operations Managers - Mental Health and Addictions Clinical Leaders - MHAIDS Directors

About you – to succeed in this role

You will have

Essential:

- An up to date annual practicing certificate
- The successful applicant must consent to a full Police Vetting Check under the Vulnerable Children's Act 2014
- Be able to work in New Zealand
- Full and clean New Zealand Drivers licence

Desired:

- Experience in Adult community Mental Health and Addictions.
- Experience in intake and triage.

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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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.