

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

Title	Clinical Nurse Coordinator			
Reports to	Operationally: Clinical Nurse Manager Professionally: Clinical Nurse Manager			
Location	Hawke's Bay Hospital			
Department	Nga Rau Rakau, Mental Health Inpatient Unit			
Direct Reports	N/A		Total FTE	N/A
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	May 2025			
Job band (indicative)	Health NZ / NZNO CA, Senior Designated Nurses Scale Grade 1 (formerly Grade 3) according to qualifications & experience.			

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

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:

- Provide direct clinical coordination of patients, systems and resources, promoting team work, and ensuring service delivery is appropriate and effective;
- Deliver a high standard of service delivery and enable efficient patient flow through the service;
- Provide clinical advice and support for the clinical staff within the ward;
- Support and develop relationships between departments within the hospital setting promoting patient flow.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Leadership	<ul style="list-style-type: none"> • Have delegated responsibility for coordination of patient flow during the shift, including the management of acute patients and presentations; • Have delegated authority to coordinate and the nursing and HCA team on duty; • Provide clinical advice to patients and other clinical staff; • Provide clinical cover for leave as required.
Safe Staffing	<ul style="list-style-type: none"> • Ensures TrendCare is completed accurately every shift and utilises the data alongside professional judgement for safe staffing; • Actively supports Variance Response Management (VRM) across the organisation;
Quality Systems	<ul style="list-style-type: none"> • Supports compliance with quality measures and systems to facilitate continuity of quality patient care, during the patient journey.

	<ul style="list-style-type: none"> Supports the development of and contributes to quality initiative requirements including audit and evaluation. To assist as delegated by the CNM, with reviews of SAC 3 and SAC 4 events submitted via Safety First. You may be assigned additional portfolios within this role and these will be mutually agreed between yourself and your manager.
Professional Development	<ul style="list-style-type: none"> Supports the learning of others within the team e.g., new staff, graduates, health care assistants, including clinical placements for undergraduate nursing students throughout the academic year. Demonstrates active engagement for your own professional development and ongoing maintenance of continuing competence with a Professional Development Recognition Programme (PDRP) portfolio proficient level, with the commitment to progress to expert level within 12 months of commencing within the role.
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. Demonstrates awareness of colonisation and power relationships. 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. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<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.
Collaboration and Relationship Management	<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 the way of doing our best and collegially supports others to do the same.

Relationships

External	Internal
<ul style="list-style-type: none"> Other service providers Primary and NGO sector Regional services Academic providers' students and staff Nursing Council of New Zealand New Zealand Nurses Organisation Health New Zealand, Te Whatu Ora Health Quality and Safety Commission 	<ul style="list-style-type: none"> Patients / consumers / Tangata Whaiora Clinical Nurse Manager / Associate Clinical Nurse Manager Wider department nursing and health care assistant (HCA) teams Director of Nursing Mental Health & Addictions Group Mental Health & Addictions Group Leadership Team Other teams across services

- Chief Nurse
- Medical staff
- Allied health staff
- Administration staff

About you – to succeed in this role

You will have

Essential:

- Current registration with Nursing Council of New Zealand as Registered Nurse and holds a current annual practising certificate as a Registered Nurse.
- Recent and relevant clinical experience, with at least three years' experience within mental health nursing.
- Experience in implementing Te Tiriti o Waitangi in action.
- Holds a currently assessed nursing portfolio as assessed via an approved Professional Development Recognition Programme (PDRP), at proficient level as a minimum
- Demonstrated ability to work within a team
- Demonstrated time management skills
- Demonstrated positive attitude with evidence of problem-solving skills

Desired:

- Postgraduate qualification in nursing / health with ongoing tertiary study plans

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.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- 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.

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.