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

Title	Team Leader Clinical Coding
Reports to	Health Information Manager Canterbury
Location	40 Stewart Street
Department	Clinical Coding
Date:	April 2025

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 provide leadership and support of the day-to-day operations of the Clinical Coding service.

- Responsible for the effective running of the clinical coding team, day to day operational leadership, service delivery and coding deadlines, team performance and staffing.
- Ensuring clinical coding activities are conducted in an efficient, safe and high-quality manner.
- Building a team environment centered around excellence, continued improvement and trust.

Key Result Area	Expected Outcomes / Performance Indicators
Team Leadership	Responsible for recruitment, induction, performance management and mentoring of team members • Training needs are identified for all staff with an orientation and training plan developed for all team members. • Ensures skills and competencies of staff are maintained. • A motivated and appropriately skilled team of staff are supported and developed. • Evaluates individual staff job performance, through goal setting and performance appraisal. Manages poor performance where appropriate. • Is a focal point for the team for communication and issue identification, resolution and escalation. • Is proactive, encourages and shares knowledge and skills with others, including the provision of mentoring and coaching of team members where appropriate. • Supports staff by providing training, assistance, guidance and feedback. Staff duties, annual leave and sick leave are managed to ensure adequate staff levels are maintained

Service Delivery	• Work with the team to ensure targets are being met and daily tasks are coordinated, completed and understood.
	• Internal requirements:
	   o 95% of discharges coded by the 10th working day
	   o 100% of discharges coded by the 20th of the month
	• External requirements:
	   o 100% of discharges coded by the 20th of the month
	   o Q1-4 National deadlines achieved by designated dates communicated by National team
	   o End of financial year coding completed by designated 'wash up' date as communicated by National team.
	
	• Ensures targets for standards of accuracy, completeness and timeliness of clinically coded data is achieved, including meeting internal and external reporting deadlines and quality targets.
	• Reports to Regional Manager monthly on status of coding deadline and communicates prior any barriers to achieving deadline.
	• Proactive management of expected periods of leave with adjustment of individual targets where required.
	• Undertakes monitoring and daily audit activities to confirm quality assurance from both a coding and staff adherence to coding processes perspective.
	• Leads/participates in quality improvement projects and actions as appropriate.
	• Provides a monthly report covering agreed KPIs, service improvements and any potential/real issues/risks.
	• Assist managers, analysts and clinicians with advice on clinical coding, casemix and DRG matters.
	• Assists Regional Manager on service improvement and any matters relating to the continued improvement of the service.

Communication, Team work and Quality	• Communicates effectively with key stakeholders including but not limited to: Clinical Coding staff, the Team Leader Clinical Records, Business Intelligence and clinical staff. • Promotes the fostering of a team environment, which enhances partnership and co-operation. • Leads Clinical Coding team meetings. • Works as part of a Regional and National leadership team for mutual benefit and support. • Assist Managers, analysts and clinicians with advice on clinical coding matters where required • Assist with the development and implementation of effective standards and policies to meet the changing needs of the service.

Organisational Impact	• Give effect to Pae Ora through reflective practice and values-based decision making that is grounded in Te Tiriti understanding, supports equity, builds system wide connections and enables teams to thrive through culturally safe connections. • Health New Zealand - Te Whatu Ora is committed to embedding Te Tiriti o Waitangi in our practice. Tiriti Principles of Tino rangatiratānga, Equity, Active protection, Options and Partnership underpinned by the Whakamaua goals of mana whakahaere, mana motuhake, mana tāngata and mana Māori direct our focus.
Strategic Health Outcomes	• Works collaboratively across HNZ and sector to collectively contribute to the strategic health outcomes outlined in the Pae Ora (Healthy Futures) Act 2022.
Te Tiriti o Waitangi	• 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.
Health & Safety, Compliance and Reporting	• 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. • Ensures active management and compliance with all relevant statutory, safety and regulatory requirements applicable to the team. • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Understands, and operates within the financial and operational delegations of their role, ensuring peers and team members are also similarly aware.

Relationships

External	Internal
• Health Information Association of New Zealand (HIANZ) • Health Information Management Association of Australia (HIMAA) • 3M (Australia) • Rural Hospital Administrative and Coding teams • Independent Health and Aged Care Pricing Authority (IHACPA) • New Zealand Coding Authority (NZCA) • Audit New Zealand (NZ)	• Group Manager Clinical Coding • Health Information Manager • Clinical Coding Auditor/Educators • Senior Analyst, Classification and Terminology, National Collections and Reporting • Clinical staff • Coding staff • Coding support administration staff • Service Leaders/Managers • Clinical Records staff • Clinical and non-clinical administrators • Ward receptionists

About you – to succeed in this role

	Essential	Desirable
Education and Qualifications (or equivalent level of learning)	• HIMAA Introductory or Intermediate ICD-10-AM ACHI & ACS Clinical Coding Course • ACE Certified Coding Course	• HIMAA Advanced ICD-10-AM ACHI & ACS Clinical Coding Course • Certification in ICD-10-AM ACHI & ACS in the current edition
Experience	• Team Leadership or Supervisor experience, ideally in a health setting • At least 5 years clinical coding experience across a range of specialties	• Clinical coding audit experience
Knowledge and Skills	• Ability to motivate team members • Understanding of National Collections data requirements, and the relationship between coding and Health NZ performance • High standard of interpersonal communication skills, including written and verbal • Evidence of good literacy and numeracy skills • Excellent computer skills, including knowledge of Microsoft Office suite • Ability to achieve targets and deadlines.	• Anatomy and Physiology knowledge
Personal Qualities	• Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals • Commitment to quality and continuous improvement • Excellent communicator • Supportive manager with ability to make decisive decisions • Good time management skills • Ability to inspire and create a positive working environment • Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve • Ethically minded and consistent • Shows empathy and compassion towards others	

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.