

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

<b>Title</b>	Clinical Coding Auditor/Trainer
<b>Reports to</b>	Health Information Manager Canterbury
<b>Location</b>	40 Stewart Street
<b>Department</b>	Clinical Coding
<b>Date:</b>	June 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

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The primary purpose of the role is:

Effectively monitor and contribute to the smooth running of the Clinical Coding service by providing efficient and timely auditing and training that is responsive and flexible to the changing needs of the service/organisation.

Recognise training and education opportunities at the local and regional level and provide additional training and education within the district.

Be an involved member of the National audit and training team delivering on the audit schedule as determined by the Lead Auditor for the region, with a requirement at times to audit or train nationally.

Support the Team Leaders in their daily audit requirements and ensure there is timely reporting of audit results to the Team Leaders and Regional Manager highlighting areas for improvement or further education.

Participate in the Regional study days ensuring educational content is delivered that is relevant to the district coding teams.

Key Result Area	Expected Outcomes / Performance Indicators
Auditing	<ul style="list-style-type: none"><li>• Providing a high quality, monthly and adhoc audit program ensuring agreed audit standards are met for individuals and the overall team.</li><li>• Documentation produced meets agreed timelines, is accurate and of high quality.</li><li>• Ensuring audit results are reported to the Team Leader with comprehensive explanation for any anomalies or concerns.</li><li>• Identify training needs through the audit program of work and provide appropriate education to individuals or the team.</li><li>• Maintain a complete audit program calendar and adjust when issues in Clinical Coding arise.</li></ul>

	<ul style="list-style-type: none"> <li>• Ensure all audit result documents are available to Audit NZ when requested.</li> <li>• Provide monthly audit summary to Clinical Coding Team Leader prior to a monthly audit meeting.</li> <li>• Maintaining agreed Health New Zealand Te Whatu Ora percentage of accuracy levels for Clinical Coding accuracy as well as DRG accuracy.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Responsible for the delivery of Clinical coding training programs for trainees and qualified coders.</li> <li>• Support training initiative by internal audits and alongside monthly meetings with Team Leaders.</li> <li>• Support trainee with queries and advice while training is conducted</li> <li>• Ensure training and development goals are identified and met in conjunction with Team Leaders</li> <li>• Acts as a primary support to new staff orientating to the Health New Zealand Te Whatu Ora Clinical Coding team and expectations.</li> <li>• Identifying areas of education and quality improvement based on individual and team audit results.</li> <li>• Assist other coders with queries, where these issues cannot be resolved locally, and coordinating queries to the New Zealand Coding Authority for guidance and resolution, with feedback of outcomes.</li> <li>• Refine and suggest ideas on improvements to the Clinical Coding service delivery and enable Clinical Coders to develop their work processes, efficiency and extraction techniques to improve service delivery.</li> <li>• Clinical coder education to support the teams through changes in ICD10-AM Classifications, IHACPA Clinical Coding rules, NZCA rules, and NZ Clinical Coding Conventions.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Evidence of maintaining currency of personal coding qualifications in line with current coding editions</li> <li>• Ensure that own levels of understanding and compliance with local policies and National Coding standards are maintained at the highest levels and that these standards of practice are promoted throughout the Organisation.</li> <li>• Commitment to your own auditing and training education</li> </ul>

<b>Organisational Impact</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Health New Zealand - Te Whatu Ora is committed to embedding Te Tiriti o Waitangi in our practice. Tiriti Principles of Tino rangatiratanga, Equity, Active protection, Options and Partnership underpinned by the Whakamaui goals of mana whakahaere, mana motuhake, mana tātanga and mana Māori direct our focus.</li> </ul>
<b>Strategic Health Outcomes</b>	<ul style="list-style-type: none"> <li>• Works collaboratively across HNZ and sector to collectively contribute to the strategic health outcomes outlined in the Pae Ora (Healthy Futures) Act 2022.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Health &amp; Safety, Compliance and Reporting</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensures active management and compliance with all relevant statutory, safety and regulatory requirements applicable to the team.</li> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Understands, and operates within the financial and operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

## Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Health Information Association of New Zealand (HIANZ)</li> <li>• Health Information Management Association of Australia (HIMAA)</li> <li>• 3M (Australia)</li> <li>• Rural Hospital Administrative and Coding teams</li> <li>• Independent Health and Aged Care Pricing Authority (IHACPA)</li> <li>• New Zealand Coding Authority (NZCA)</li> <li>• Audit New Zealand (NZ)</li> </ul>	<ul style="list-style-type: none"> <li>• Group Manager Clinical Coding</li> <li>• Regional Manager Clinical Coding</li> <li>• Team Leaders Clinical Coding</li> <li>• Clinical Coding Auditing Lead</li> <li>• Clinical Coding Training/Education Lead</li> <li>• Senior Analyst, Classification and Terminology, National Collections and Reporting</li> <li>• Clinical coders</li> <li>• Clinical staff</li> </ul>

## About you – to succeed in this role

	Essential	Desirable
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>• A HIMAA Advanced ICD-10-AMACHI &amp; ACS Clinical Coding Course</li> <li>• Certification in ICD-10-AMACHI &amp; ACS in the current edition (12<sup>th</sup> Edition)</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Coding Auditing qualification – La Trobe University</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Daily auditing experience</li> <li>• Monthly auditing experience</li> <li>• Proven educator in Clinical Coding</li> </ul>	<ul style="list-style-type: none"> <li>• At least ten years Clinical Coding experience across a varied case mix</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Evidence of good literacy and numeracy skills</li> <li>• A high degree of competence in Microsoft Office programmes including Word, Excel, Outlook and Powerpoint</li> <li>• A high standard of interpersonal communication skills, both written and oral</li> <li>• An exceptionally high level of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Anatomy and Physiology knowledge</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals</li> <li>• Establish and maintain positive working relationships</li> <li>• Demonstrate a strong drive to deliver and take personal responsibility</li> <li>• Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve</li> <li>• Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity</li> <li>• Good time management skills</li> <li>• Excellent communicator</li> </ul>	

*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.*