

<b>Position Title</b>	National Travel Assistance (NTA) Coordinator
<b>Reports to</b>	Allied Health Team Manager (Operational) Clinical Leader (Professional)
<b>Date</b>	May 2025

The Health System in Aotearoa New Zealand is in 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 are committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone’s differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

**About the Role**

The National Travel Assistance (NTA) Coordinator is part of a team responsible for providing professional, proactive and efficient support facilitating connection between the National Travel Assistance Programme and eligible clients as contracted by the Ministry of Health.

Our positions are based in Greymouth and Westport however our Allied Health team works collaboratively to provide services to the whole West Coast. Travel throughout the West Coast may be necessary to fulfil the position criteria.

The primary purpose of the role is to:

- Providing quality and timely NTA services managing daily requests and referrals for clients of Te Tai o Poutini West Coast.
- Assessment for eligibility as per National Guidelines, complying with Ministry of Health legislative obligations.
- Maintaining record keeping as per policies & procedures, including Ministry of Health reporting.
- Supporting the physical, social and emotional wellbeing of the community members, within the parameters of the Te Whatu Ora Te Tai o Poutini West Coast Allied Health Service
- Role modelling manaakitanga with all your interactions
- Maintaining effective communication with colleagues, within and beyond the Allied Health environment
- Provide an equitable service throughout the West Coast.

- Participate in supervision, mentoring and education to maintain competencies & evidence-based practice.

Most challenging duties typically undertaken, or most complex problems solved:

- Regular workload adjustments in service provision.
- Wide range of referral types (all ages & presentations including physical & mental health) within Rural Generalism.
- Innovative thinking on working within a geographically challenging region.
- Effective communication and collaboration supporting the flow of patients' transfer of care from home to hospital and back home across the West Coast.

### Key Result Areas

Key Result Area	Expected Outcomes/Performance Indicators
Te Tiriti o Waitangi	<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>• Engages in opportunities to further understand Te Tiriti o Waitangi and its relevance to health delivery; and incorporates this into practice.</li> </ul>
Equity	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• 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.</li> <li>• Demonstrates willingness to personally take a stand for equity.</li> </ul>
Clinical Practice	<ul style="list-style-type: none"> <li>• Consumers' rights are maintained and demonstrated in accordance with legislation.</li> <li>• Proactively assesses clients for eligibility of National Travel Assistance, supporting and processing claims as per the National Travel Assistance Policy &amp; Te Tai o Poutini West Coast Policies &amp; Procedures.</li> <li>• Time is utilised and managed effectively.</li> <li>• Relevant statistics and data are accurately collected as required by Health New Zealand, relevant contracts and the Ministry of Health.</li> </ul>
Personal & Professional Development	<ul style="list-style-type: none"> <li>• Develops personal professional growth through participation in professional development activities e.g. self-directed learning and/or appropriate workshops &amp; education sessions.</li> <li>• Actively participates in team meetings and supports Allied Health in-service trainings.</li> <li>• Supports Allied Health Professionals to provide supervision &amp; teaching for student placements ensuring a positive student experience.</li> <li>• Proactively participates in annual development/success &amp; development plan/performance review systems.</li> </ul>

Customer Service	<ul style="list-style-type: none"> <li>• Provides excellent customer service being responsive to consumers' requests including any complaints.</li> <li>• Establishes good communication with consumers, Family/Whānau, Caregivers, Guardians and maintains this throughout intervention/s.</li> <li>• Respects and maintains client confidentiality, rights and dignities at all times.</li> <li>• Models a commitment to customer service and patient advocacy.</li> </ul>
Culture & People	<ul style="list-style-type: none"> <li>• Upholds and exhibits the principles of our Code of Conduct at all times.</li> <li>• Demonstrates care and respect for diversity in the workplace.</li> <li>• Practices effective communication with other Health Professionals and colleagues at all times.</li> <li>• Models good team player behaviour, fostering a culture of open collaboration and integration within and between professions.</li> </ul>
Innovation & Improvement	<ul style="list-style-type: none"> <li>• Demonstrates commitment to innovation, continuous quality improvement and service development.</li> <li>• Engages and actively participates in quality projects that enhance service development and strategic direction.</li> <li>• Participates as a member of designated committee(s) / groups.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in personal Health and Safety and the Health and safety of those around them.</li> <li>• Actively participates in Health and Safety strategies and initiatives.</li> <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>• Reports any clinical and/or non-clinical incidents through the Safety1st platform.</li> <li>• Leads, champions and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>

**Relationships**

<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Director of Allied Health Scientific &amp; Technical</li> <li>• Associate Director of Allied Health Scientific &amp; Technical</li> <li>• District Chief of Allied Health Scientific &amp; Technical</li> <li>• Allied Health Professional Development Facilitator</li> <li>• Allied Health Scientific &amp; Technical health professionals &amp; support staff</li> <li>• Allied Health Leadership Team (Clinical Leads/Allied Health Team Managers)</li> <li>• All other relevant secondary and community Health Professionals &amp; support staff</li> <li>• Multidisciplinary teams</li> <li>• Enabling services e.g. People and Capability, Data and Digital</li> </ul>	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Consumers, Family / Whānau, Caregivers, Guardians</li> <li>• Ministry of Health</li> <li>• All relevant outside agencies (e.g. Hato Hone St Johns, Ministry of Social Development (MSD) etc.)</li> <li>• Accommodation &amp; travel providers</li> </ul>
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**About you – to succeed in this role**

<p><b>You will have</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Eligibility/work visa to work in NZ</li> <li>• NCEA level 1–2 or equivalent (required passes in English and Math)</li> <li>• Intermediate to advanced user in Microsoft Suite (e.g. Word, Outlook, Excel, Teams)</li> <li>• Willingness to learn and embrace new technology/systems</li> <li>• Excellent communication – listening, verbal and written</li> <li>• Proven ability maintain confidentiality and use discretion</li> <li>• Proven ability to work autonomously as well as within a team</li> <li>• Excellent problem-solving skills &amp; attention to detail</li> <li>• Be able to work under pressure, prioritise workloads and meet deadlines</li> <li>• Be culturally sensitive with an understanding of the Principles and Articles of Te Tiriti o Waitangi</li> <li>• Commitment to ongoing self-development and Allied Health service development</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience working within the New Zealand Health system</li> <li>• Experience using an electronic patient management system</li> <li>• Experience working in rural community</li> </ul>
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	<ul style="list-style-type: none"> <li>• Knowledge of all relevant legislation and standards</li> </ul>
<p><b>You will be able to</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Take care of own physical and mental wellbeing, and have the stamina needed to go the distance</li> <li>• 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 with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities</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> </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.*

Signed on behalf of Health New Zealand Te  
Whatu Ora, Te Tai o Poutini West Coast

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Name \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

I accept the terms and conditions as outlined in  
this Position Description

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Name \_\_\_\_\_

Allied Health Role \_\_\_\_\_

Date \_\_\_\_\_