

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

Title	Clinical Coordinator – Allied Health Discharge Coordinator			
Reports to	Allied Health Consultant – Service Improvement and Patient Flow			
Location	Christchurch Hospital - Waitaha			
Department	Allied Health			
Direct Reports	Nil		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	10 th November 2025			
Job band (indicative)	Band B, Designated Position aligned to the PSA Allied & Public Health Scale			

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:

Support Allied Health and multidisciplinary teams to coordinate, maximise and manage patient flow including safe and timely management of the patient discharge process

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Case Load Management	• Assessment of clinical care needs (including diagnosing), development and implementation of clinical care/interventions or therapy programmes. • Provision of specialised clinical or non-clinical advice or information in relation to the care or education of tāngata whaiora.
Day to Day Management / Supervision of Staff	• Capacity planning and co-ordination process in place. • Placement or allocation of staff or students as delegated by profession specific Team Leaders and Managers. • Effective leave management practices.
Clinical Leadership / Supervision of Clinical Activity / Practice	• Provision of expert clinical advice, consultation and support to clinical practitioners, while working within professional or occupational policies. • Be accountable for own professional actions.
Goal Setting	• Setting targets and goals for a department, division or service and supporting corresponding informatics processes, such as data gathering and reporting (Care Capacity Demand Management, KPIs, incident management).

In-Service / Policy Development Improvements	- Actively involved in service and policy development including supporting staff to participate in and contribute to quality improvement activities. - Determine how national, regional or organisational policies, legislation and initiatives are incorporated into practice.
Criteria for Discharge	Drive utilisation of criteria for discharge across all disciplines, and effective board meetings for efficient and well communicated discharge processes.
Clinical Coaching	Coaching of staff to support patient flow, aligning with Team Leaders, to provide clear service deliver expectations.
Quality Improvement	Develop and ongoing review of performance metrics.
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.
Equity	- 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.
Culture and People Leadership	- Leads, nurtures and develops our team to make them feel valued. - Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. - Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. - Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals. - Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	- 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. - Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and	Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in

Relationship Management	the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
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/ followed. • 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.

Relationships

External	Internal
• Tāngata whaiora and their whānau • External community agencies such as Police and Emergency Services • PSA representatives / Organisers	• Service, Clinical and Case Managers and Leaders • Directors of Allied Health • New entry, Professional, Advanced, Expert and Consultant Allied Health Professionals • Allied Health Educators, Coordinators and Professional Leaders • Nursing and Medical professionals and leaders.

About you – to succeed in this role

You will have

Essential:

- Minimum a Bachelor degree in the relevant profession.
- NZ Registration with the relevant professional body.
- A current Annual Practicing Certificate with the relevant professional body and scope of practice.
- Experience in implementing Te Tiriti o Waitangi in action.
- Minimum 5 years of clinical work experience in the relevant field of specialty and environment.
- Experience with clinical teaching/supervision, training and development of staff
- Experience making judgements in complex situations where there is incomplete information or solutions are not obvious.
- Awareness of workforce development tools/methodology

- Experience in people leadership and/or management
- Experience in caseload management.

Desired:

- Clearance under the provisions of the Vulnerable Children's Act (2014)
- Membership with the relevant Professional Association
- Manual handling and patient care

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.