

# Position Description | Te whakaturanga ō mahi

## Health New Zealand | Te Whatu Ora

*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.*

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| <b>Title</b>                                | Independent Living Coach                                                                           |
| <b>Reports to</b>                           | Clinical Manager – Occupational Therapy                                                            |
| <b>Location</b>                             | Canterbury West Coast                                                                              |
| <b>Department</b>                           | Occupational Therapy Department                                                                    |
| <b>Date</b>                                 | 07-09-2026                                                                                         |
| <b>Salary band (indicative)<sup>i</sup></b> | Allied, Public Health, Scientific & Technical Collective Agreement, Core Scale – Group B, Step 3-7 |
| <b>Children's Worker role<sup>ii</sup></b>  | Yes                                                                                                |

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

### About the role

The primary purpose of the role is to:

The Independent Living Coach (ILC) is a trusted partner and important member of the health care team delivering person and whānau-centred care within an interdisciplinary framework within the Burwood Spinal Injuries Unit.

This role will, under delegation, complete tasks, and activities to support and assist the health care team while working directly with spinal cord injured people / whānau to provide shared experiences following an acute spinal injury.

The role will also be required to work independently to deliver tasks /interventions delegated by allied health clinicians and applicable to the Burwood spinal unit with lived experiences.

The ILC is able to share relatable, appropriate life experiences relating to their spinal cord injury journey from the acute injury to community living.

| Key Result Area                                | Expected Outcomes / Performance Indicators                                                                                                                                                                            |
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| <b>Delivery of effective high-quality care</b> | <ul style="list-style-type: none"> <li>Under delegation of relevant allied health clinician(s), implement person and whānau centred care that takes into consideration the person's and whānau preferences</li> </ul> |

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|                                                     | <p>and interprofessional working.</p> <ul style="list-style-type: none"> <li>• Understands their role as well as other healthcare team members.</li> <li>• Accepts responsibility for own actions and decisions within area of work and conduct duties within the boundaries of own knowledge and competency.</li> <li>• Appropriate interventions are conducted within specified timeframes and to agreed standards as delegated by the Allied Health clinician.</li> <li>• In partnership with the person, whānau and the interdisciplinary team, monitors progress toward expected outcomes, facilitating person and whānau goals.</li> <li>• Ensures education is appropriately undertaken to the needs of the person and whānau within the competencies of the role.</li> <li>• Facilitates and guides person and whānau to maintain and promote health.</li> <li>• All interventions are performed in a professional and compassionate manner.</li> <li>• Always demonstrates professional behaviour.</li> <li>• Models Health New Zealand, Te Whatu Ora (Te Mauri o Rongo) values in everyday interactions with patients, staff and whānau.</li> </ul> |
| <b>Ability to work as part of an effective team</b> | <ul style="list-style-type: none"> <li>• Participates in, and contributes to, the functioning of the team, establishing and maintaining an effective working relationship with other colleagues; participating as a team member to ensure the best outcomes for people.</li> <li>• Actively contributes to the functioning and development of the interdisciplinary team, including orientation of colleagues, students, and meeting attendance.</li> <li>• Mentors and supports new ILC staff as directed by Line Manager.</li> <li>• Understands risk issues and has a clear understanding of processes for escalating urgent issues to members of the interdisciplinary team.</li> <li>• Utilises resources (time, equipment,) efficiently and effectively.</li> <li>• Actively participates in all service meetings.</li> <li>• Contributes to and participates in service development.</li> </ul>                                                                                                                                                                                                                                                        |
| <b>Quality Assurance</b>                            | <ul style="list-style-type: none"> <li>• Takes responsibility for own learning by recognising training and skill development needs, and by undertaking professional development activities on an ongoing basis.</li> <li>• Participates in the organisation performance development process.</li> <li>• Identifies and agrees training and development goals with Line Manager and relevant health care team members.</li> <li>• Completes all relevant mandatory training and specific training applicable to role.</li> <li>• Maintains and develops a Professional development</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                                                                                              | <p>portfolio, including a training record.</p> <ul style="list-style-type: none"> <li>• Participates in observation sessions by members of health care team.</li> <li>• Participates in supervision in line with the organisation's requirements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Contributes to and maintains relevant service and administrative Standards/ processes</b> | <ul style="list-style-type: none"> <li>• Undertakes administrative tasks as required (e.g., booking person and whānau appointments, preparing clinic / rooms / equipment / other resources).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Effective communicator</b>                                                                | <ul style="list-style-type: none"> <li>• Communicates regularly and effectively with person and whānau in a culturally appropriate manner, as required by the role and delegations from the allied health clinicians.</li> <li>• Effective and culturally appropriate verbal and written communication skills are demonstrated, including for people with communication and/or cognitive difficulties, with appropriate use of interpreters and any other</li> <li>• Relays information to person and whānau in a way that protects their rights as per Health and Disability Commission.</li> <li>• Demonstrates respect, empathy/understanding and interest in the person and whānau.</li> <li>• Promotes person and whānau-centred independence and autonomy within the authorised delegation of role.</li> </ul> |
| <b>Proficient record keeping</b>                                                             | <ul style="list-style-type: none"> <li>• Documents person and whānau interactions as directed by relevant policies and the health care team.</li> <li>• Captures accurate statistical information, as per service requirements.</li> <li>• Utilises Health New Zealand, Te Whatu Ora resources effectively.</li> <li>• Uses information technology systems appropriately following training.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Confidentiality and Privacy</b>                                                           | <ul style="list-style-type: none"> <li>• Ensures personal and health information (person, whānau, staff, corporate) is managed in accordance with Health New Zealand, Te Whatu Ora privacy policies and relevant privacy laws and regulations. That privacy breaches are reported in line with Health New Zealand, Te Whatu Ora policy.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Participates in the delivery of health and safety conscious system</b>                    | <p><b>Contributes to a safe and healthy workplace at Health New Zealand, Te Whatu Ora by:</b></p> <ul style="list-style-type: none"> <li>• Follows and complies with Health, Safety and Wellbeing policies and processes and applies them to their own work activities, including using/wearing Personal Protective Equipment as required.</li> <li>• Participates in activities directed at preventing and fostering inclusive, respectful, and supportive relationships that promote wellbeing in the workplace.</li> <li>• Identifies, reports and self-manages hazards where appropriate.</li> </ul>                                                                                                                                                                                                             |

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|                                                  | <ul style="list-style-type: none"> <li>• Reports incidents at work and raises issues of concern when identified early and accurately.</li> </ul>                                                                                                                                                                                                                                                                                                                                        |
| <b>Innovation &amp; Improvement</b>              | <ul style="list-style-type: none"> <li>• Is open to new ideas and creates a culture where individuals at all levels bring their ideas on how to 'do it better' to the table.</li> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>                                                                                     |
| <b>Collaboration and Relationship Management</b> | <ul style="list-style-type: none"> <li>• Models good team player behaviour, working with colleagues to avoid silo thinking and behaviour at decision making level to get in the way of doing what is best and collegially supports others to do the same.</li> <li>• 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.</li> </ul> |

| <b>Key Result Area</b>      | <b>Expected Outcomes / Performance Indicators</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>• Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>• Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>• Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>• Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</li> </ul>                                                                                                                                                       |
| <b>Health &amp; safety</b>  | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy 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>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |
| <b>Compliance and Risk</b>  | <ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>                                                                                                                                              |

### Matters which must be referred to your manager

Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

### Relationships

| External                                                                                                                                                                                                                                                                                                 | Internal                                                                                                                                                                                                                                                                                                                |
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| <ul style="list-style-type: none"> <li>• Person and whānau</li> <li>• Caregivers</li> <li>• Other healthcare providers (i.e., Aged Residential care)</li> <li>• Enable New Zealand/Accessible</li> <li>• Community organisations and support groups</li> <li>• Non-Governmental Organisations</li> </ul> | <ul style="list-style-type: none"> <li>• Health New Zealand, Te Whatu Ora Allied Health, Scientific and Technical staff</li> <li>• Health New Zealand, Te Whatu Ora employees</li> <li>• Students (including, allied health, scientific and technical, nursing, and medical)</li> <li>• Management and staff</li> </ul> |

### About you – to succeed in this role

#### You will have

#### Essential:

- A commitment and empathy to person and whānau centred care
- A lived experience of a spinal cord injury resulting in a functional change ie wheelchair user
- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Effective written and verbal communication in English and/or Te Reo Māori
- Sound computer skills including computer literacy in Microsoft Office (word, outlook and excel)
- A positive, pro-active approach to work

#### Desired:

- Current full driver licence or actively working towards a full driver licence – this is a requirement for community and rural work.
- Achieved or committed to achieving Aotearoa New Zealand Certificate in Health and Wellbeing (NZQA Level 3), within first 18 months of employment in the role.
- An understanding of health care in Aotearoa | New Zealand
- With the support of Health NZ, Te Whatu Ora, proactively take care of your own health and safety, to ensure a safe and supportive work environment.

#### You will be able to

#### Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.

- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- 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.
- 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

**Desired:**

- Experience in working with people of all age groups
- Experience in a variety of communications strategies and alternative modes of communication.
- Experience working within a team.
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<sup>i</sup> Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

<sup>ii</sup> The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.