

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.

Title	Neonatal Discharge Facilitator
Reports to	Neonatal Nurse Manager, Neonatal Outreach and Discharge Team Leader
Location	Christchurch
Department	Neonatal Intensive Care Unit, Christchurch Women's Hospital
Date	07-09-2026
Salary band (indicative)ⁱ	NZNO Senior Nursing Salary Scale Grade 1, Step 1-2
Children's Worker roleⁱⁱ	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 Neonatal Discharge Facilitator will have the principle objective of ensuring the facilitation of efficient and timely discharge planning for all infants admitted to the Neonatal Service.
- Te Whatu Ora is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Key Result Area	Expected Outcomes / Performance Indicators
Facilitate efficient discharge planning for any infant and their family admitted to the Neonatal Service.	• Attend the weekly multidisciplinary meeting of the Neonatal Service. • Inform relevant health professionals of the outcome from that meeting and what actions they may need to take to ensure efficient and timely discharge of an infant. • Collaborate with the multi-disciplinary team to individualise the discharge plan. (MCP Ref 2400454) • Ensure any required pre-discharge referrals are completed. • Undertake any teaching that may be required to ensure that discharge is complete e.g. CPR/monitor teaching.

	• Oversee timely discharge process complete in collaboration with nursing and MDT team. • Communicate any individual requirements with the outreach team.
Acts as a resource person and facilitator for the family and their infant.	• Together with the multi-disciplinary team and the parents work out a time line for discharge. • Ensure that parents are given the 'Road to Home' document along with an individual discussion appropriate to the needs discharge. (WHD/ref/8000) • Ensure that parents have been given any relevant parent education material. • Be available for parents within a reasonable timeframe.
Acts as a resource person and facilitator for the nurse caring for the baby and family.	• Bedside nurse confident that the family is familiar with the ongoing needs of their baby. • Documentation complete and appropriate referrals finalised.
Review current policies on paperwork around discharge process currently available.	• Together with Quality Facilitator examine current documentation with a view to continuous improvement of the documentation. • Commence process for formalising discharge protocols.
Participates in the maintenance of standards of professional nursing practice and documentation.	• Adopts a professional attitude. • Confidentiality is maintained. • Neonatal Service protocols and standards are adhered to. • All legal requirements are met. • Participates at regular unit/meetings. • Documents appropriately. • Continues to develop the role in accordance with the needs of the Neonatal Service.
Responsible for the maintenance and development of own learning.	• Current practising certificate. • Actively participates in teaching consistent with skill level. • Actively seeks on going education. • Participates in own performance appraisal. • Up to date with current neonatal research trends.
Participates in staff development programmes in the neonatal area.	• Actively participates in neonatal unit-based teaching program. • Assists and supports new staff. • Uses theoretical knowledge base to provide high level of clinical care. • Participates in hospital upskilling program. • Teaches other staff commensurate with skill level. • Participates in nursing research and QA initiatives.
Participates in team building practices.	• Contributes to professional committees and multidisciplinary meetings.

	• Active participation in unit meetings. • Support team members. • Accepts appropriate delegated duties constant with skill level.
Appropriate use of equipment and supplies.	• Uses equipment and stock safely and economically. • Identifies faulty equipment. • Reports equipment malfunction to CCO. • Ability to use equipment within manufacturers specifications. • Attends equipment-teaching updates. • Notifies appropriate person of potential stock deficits. • Effective use of fire and other emergency equipment.
Responsible for developing an awareness of and following the latest in health and safety legislation, regulations, policies and procedures.	• Adheres to all health and safety legislation, regulations, policies and procedures.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
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. • 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.
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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
- Plunket /Te Pua Waitanga - Early Intervention providers - Paediatric Services, Christchurch Public Hospital - Respiratory outreach services (CRISS) - Primary Health Care Providers both urban and rural - Families and relatives of the infant	- Neonatal Discharge/Outreach Team Leader - Neonatal Outreach Nurses - Neonatal Nurse Manager - Clinical Director, Neonatal Service - Neonatologists and Paediatricians, Neonatal Registrars and CNS (ANP) - Neonatal Associate Charge Nurse Managers - Allied health staff- social workers, developmental physiotherapist, dietician (CWH) - CNS infant feeding - Team care midwives - Nurse Educator/CNS Education - Neonatal Research Nurses - Paediatric Outpatients - Children's wards A7, B7 and Children's high care - Neonatal nursing staff - Speech Language Therapists - Outpatient Department, Christchurch Women's Hospital - Christchurch Hospital dietitians - Lactation Consultants (CHDB) - Children's Outreach Service - Children's emergency care (CEC) - Respiratory Outreach (CRISS) Cardiorespiratory integrated service - Infection control - Maori Health Worker WCH Division - CDHB Universal Newborn Hearing Screener - Neonatal Parent Information group - Paediatric Palliative care CNS - Family safety team - Volunteers

About you – to succeed in this role

You will have

Essential:

- Registered with the Nursing Council of New Zealand as a Comprehensive or General/ Obstetric Nurse.
- Hold a current Nursing Council of New Zealand Practicing Certificate.
- Validated clinical expertise within the neonatal area.
- Holds or is actively working towards a relevant Post Graduate qualification to be completed within an agreed time frame.
- Proven expert clinical assessment skills together with a high standard of clinical knowledge and skill in relation to community based neonatal care to implement and evaluate neonatal care.
- Knowledge of the theoretical framework for neonatal care and an ability to apply this to practice.
- Displays effective advocacy skills for both the neonate and their family.
- Proven communication and interpersonal skills.
- Be able to work independently and as part of a team.
- Demonstrated teaching and organisational skills.
- Knowledge of principles and practices of parent teaching.
- Knowledge of the physiology of lactation and breast feeding.
- Excellent time management skills.
- Effective writing skills.
- Proven ability to support nursing staff at all levels of practice.
- Acknowledged leader within neonatal services.
- Demonstrated ability to contribute to the professional development of nursing throughout the organisation.
- Demonstrated ability to develop appropriate nursing standards and quality initiatives.
- Ability to provide leadership within nursing.
- A commitment to adopt Neonatal Service and Women's Health Division Policies.

Desired:

- Midwifery experience
- Previous experience within the community setting
- Research Skills Demonstrated

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.

Mandatory Key Behaviours:

- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions.
- Ability to provide inspirational and motivational leadership.

ⁱ 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.

ⁱⁱ 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.