

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	Coordinator HCSS (Coasters)
Reports to	ACNM Community Services]
Location	Westport Buller]
Department	Community Services

	Opex		Capex
	HR		Finance
Date	25/09/2026		
Salary band (indicative)ⁱ	\$65,876 to \$99,008		
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 coordination role is pivotal to the service as a first point of contact for clients and support workers. You will be responsible for coordinating care to support consumers to live well, age well, and have a respectful end of life in their own communities.

You will work closely with the Nurse Assessor, ACNM, and clients to ensure all visits are completed accurately and on time as per the contract and referral.

Key Result Area	Expected Outcomes / Performance Indicators
Technology	Use technology to support the administration and communication requirements of the service
Confidentiality	Maintain strict levels of confidentiality at all times
Education	Engage in education and team meetings including orientation, mandatory and vocational training

Service improvement	Committing to and participating in system and service improvement and transformation to enhance equity and outcomes for our tangata and their whanau.
Policies and processes	Applying agreed approaches, policies and procedures to practice

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.

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.
- [Support workers who are sick or unable to be contacted
- Any identified risk to a staff member or the organisation

Relationships

External	Internal
Clients and their whanau and families] Access Home health staff	- Te Whatu Ora, Te Tai o Poutini Staff - Associate CNM

•	• CNM Clinical Nurse Manager for Community • Allied Health Managers • Coasters Nurse Assessors • Fellow coordinators and support workers • District Nurses, CCCN and other community staff •
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About you – to succeed in this role

You will have

Essential:

- Cultural responsiveness
- Resilient and adaptive
- Honest and proactive
- Able to manage workload priorities]
- Goal oriented
- Strong customer service skills
- Competent using Microsoft applications and similar software

Desired:

- [Previous experience as a service coordinator
- Competent in Excel spreadsheets

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.
- Perform other duties considered to be within the scope of this role as agreed by the employee and the manager
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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.