

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	Kaiatawhai
Reports to	Team Leader Kaiatawhai
Location	Greymouth
Department	Kaiatawhai Team, Allied Health
Date	28-09-2026
Salary band (indicative)ⁱ	PSA Allied CA, Core B step 3-7
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:

Working in partnership with the General Ward MDT, primary care teams and other key internal and external stakeholders, to have shared accountability for delivering integrated, wrap-around support to vulnerable Coasters and their whānau.

Key Result Area	Expected Outcomes / Performance Indicators
	Acting as primary point of contact for all individuals and whānau who are identified as needing or benefiting from purposeful whānau centred approach to our service delivery.
	Facilitate a culturally appropriate response to clients/ whānau and ensure the care team manages care in a culturally appropriate way
	Liaise with others in the MDT team when it is identified that their expertise is required.
	Supports patients/clients/whānau, their whānau, and other professionals by educating the appropriate person(s) so they may continue strategies provided.

	Completes documentation consistent with legal, professional and organisational requirements.
	Identifies unmet needs of patients/ clients/ whaiora and their whānau and identifies potential solutions to address these needs in collaboration with the wider health team
	Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patients/clients/ whaiora care and maintaining service delivery.
	Upholding clinical safety by taking clinical direction from Health Professionals and working safely within the scope of their delegated authority.

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.

Relationships

External	Internal
• Whānau, Caregivers • Community Health Professionals (GPs, West Coast Health, NGOs Non-Governmental Organisations) • Māori Hauora & Social Service Providers/NGOs • All relevant external agencies (ACC, Access etc) • Other relevant organisations & NGOs, Māori & Community Providers • Iwi & hapu	• Hauora Māori Teams • Relevant Health NZ & West Coast Health internal stakeholders • Inpatient services • Primary Care Team

About you – to succeed in this role

You will have

Essential:

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori.
- Is visible, welcoming and accessible to Māori whānau.
- Actively engages in respectful relationships with Māori whānau and the Māori community.
- The ability to build relationships with other externals across the system e.g. MSD, Police etc
- Have a clear understanding of the boundaries of professional advocacy.
- Eligibility / work visa to work in NZ
- Demonstrated commitment to working within a Kaupapa Māori framework to achieve equity for Māori
- Excellent communication – listening, verbal & written.
- Competent computer skills - ability to use basic Office 365 programmes.
- Ability to be innovative, pro-active and flexible
- Adequate literacy and numeracy skills
- Proven ability to work autonomously as well as being a good team player.
- Excellent organisational & time management skills.
- Full drivers licence.

Desired:

- Previous experience of working in health care setting. Proven competence and ability in delivering

services/programme to improve the health outcomes of whānau.

- Knowledge of all relevant legislation and standards including:
 - Code of Health & Disability Service
 - Privacy Act
 - Health and Safety in Employment Act
 - ENABLE New Zealand
 - ACC procedures and legislation
- Experience in customer care / service
- Possess good clerical, literacy and computer skill
- National Certificate in Health & Wellbeing Level 3 (or to be completed within 24 months of commencement).

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.

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.