

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	Practice Coordinator			
Reports to	Service Manager – Sexual Health Clinical Director – Sexual Health			
Location	Christchurch			
Department	Sexual Health			
Direct Reports	2.5 FTE		Total FTE	12.9 FTE
Budget Size	Opex	As advised	Capex	As advised
Delegated Authority	HR		Finance	
Date	October 2026			
Children's Worker roleⁱ	No			

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 Practice Coordinator, Sexual Health, provides operational leadership and administrative management to ensure the delivery of high-quality, accessible, and efficient Sexual Health Services. Working closely with the Service Manager & Clinical Director, the role supports service planning, staff coordination, quality improvement, financial and systems management, and health and safety compliance. The Practice Coordinator contributes to enhancing service performance, promoting equity, and achieving positive health outcomes for the communities served.

Key Responsibilities include (not limited to):

- Provide operational leadership and administrative management to support the delivery of safe, efficient, high-quality, and patient-centred services
- Coordinate day-to-day service operations, ensuring effective clinic scheduling, patient flow, and optimal utilisation of service capacity
- Manage staff rostering, Microster maintenance, workforce planning, and planned and unplanned leave to ensure appropriate service coverage

- Support recruitment, onboarding, orientation, staff development, and performance review processes in collaboration with clinical and management teams
- Facilitate quality improvement activities, quality plans, audits, and service improvement initiatives in conjunction with Clinical Director and Associate Clinical Nurse Manager
- Manage complaints, compliments, incident reporting, and customer service processes to support positive service outcomes
- Coordinate meetings, agendas, minutes, documentation, and follow-up actions to support effective governance and communication
- Monitor and report on annual and monthly budgets, expenditure, invoicing, revenue, debt management, procurement activities, and financial performance
- Support business planning, service development, business cases, resource planning, and implementation of new initiatives and projects
- Oversee the patient management system (Medtech Evolution), service databases, administrative systems, and continuous process improvement activities
- Maintain and monitor equipment, facilities, and clinical environments to ensure they are safe, functional, and fit for purpose
- Lead Safety First activities and oversee health, safety, risk management, hazard identification, and compliance with organisational policies and legislative requirements
- Coordinate annual clinic training programmes, including fire and emergency preparedness, mandatory education, and staff competency requirements.
- Develop and maintain effective working relationships with clinicians, patients, referrers, community providers, partner organisations, and internal stakeholders
- Delegate responsibilities appropriately and provide day-to-day coordination to support effective team performance and service delivery
- Ensure compliance with organisational policies, quality standards, health and safety requirements, and statutory obligations while contributing to improved patient access, equity, and health outcomes.

Key Result Area	Expected Outcomes / Performance Indicators
Service delivery meets customer	• Ensure processes are in place to facilitate delivery of high-quality services and reviews operational processes annually. • Develops and reviews service eligibility criteria in collaboration with clinicians and the Service Manager. • Ensure eligibility criteria are applied consistently across all services. • Communicates service eligibility requirements clearly to referrers, patients, and community groups. • Coordinates clinic scheduling to maximise appointment utilisation and service capacity.
Operational Management	• Plans staff rosters and clinic schedules to meet service demand and clinical requirements. • Ensures staff management processes are implemented in accordance with Health NZ HR policies and procedures. • Promotes a customer-focused culture within the Sexual Health team. • Facilitates regular staff meetings to support communication, engagement, and service delivery. • Completes payroll requirements accurately and within prescribed timeframes.

	• Manages complaints promptly and effectively to support positive service outcomes. • Maintains a safe, secure, and clean work environment for staff, patients, and visitors.
Staff Training Meets Service Needs	• Ensures organisational workforce requirements are available to support current and future service delivery needs. • Coordinates recruitment, selection, and staff development activities to ensure role requirements are met. • Ensures annual performance appraisals are completed for all staff in collaboration with the Clinical Director and Associate Charge Nurse Manager (ACNM). • Maintains appropriate staffing cover to ensure minimum service levels and continuity of care. • Provides orientation for new staff and develops and reviews orientation programmes on a regular basis. • Ensures compliance with Health NZ policies, procedures, and professional standards.
Facilitate Quality Improvement	• Coordinates activities to achieve and maintain accreditation standards in partnership with the Quality Facilitator. • Coordinates Sexual Health Service Quality Committee activities and projects and implements quality improvement initiatives.
Budget / Finance Processes	• Monitors monthly expenditure against budget in collaboration with the Service Manager, Sexual Health Services. • Investigates budget variances and implements appropriate corrective actions. • Identifies capital expenditure requirements in consultation with staff and the Service Manager. • Ensures compliance with Health NZ procurement policies and procedures. • Manages revenue and debt collection processes effectively. • Undertakes accurate and timely invoicing.
Systems and Processes	• Maintains systems and processes that operate efficiently and effectively to meet departmental needs. • Manages the Sexual Health Patient Management System and database, including active participation in planned system upgrades and enhancements. • Supports the Service Manager to develop and implement enhanced IT systems and solutions. • Reviews systems and processes and identifies opportunities for improvement, upgrade, and optimisation.
Resourcing	• Identifies current and future resource requirements to support effective service delivery in conjunction with Clinical Director and Service Manager. • Supports the Service Manager in developing business cases, proposals, and plans for new initiatives and service improvements.

Provide a Safe Work Environment	- Ensures a safe work environment through the proactive identification and management of risks and hazards. - Implements appropriate actions to eliminate or mitigate workplace risks and support staff wellbeing.
Support Service Manager	Contributes to the planning, delivery, and implementation of projects and initiatives that improve service delivery within Sexual Health and across Health NZ.

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.

Culture and People Leadership

- Provides day-to-day operational leadership and coordination to support the delivery of high-quality, efficient, and customer-focused services.
- Supports team development through coaching, training, knowledge sharing, and continuous learning opportunities.
- Promotes an inclusive and positive workplace culture where staff feel supported, valued, and engaged.

- Builds effective working relationships with clinicians, managers, and stakeholders to support service delivery and achieve shared objectives.
- Encourages a culture of accountability, collaboration, and continuous improvement to enhance service quality and performance.
- Demonstrates Health NZ values and supports initiatives that promote staff wellbeing, service excellence, and positive patient outcomes.

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
• Patients and members of the public • Parents and caregivers • Private medical practitioners • Other health professionals • ACC • Department of Corrections • Christchurch Women's Hospital • Key NGOs (Burnett Foundation Aotearoa BFA, Aotearoa NZ Sex Workers Collective NZPC, SWA Sexual Wellbeing Aotearoa)	• Clinical Director – Sexual Health Service • Service Manager – Sexual Health Service • Associate Charge Nurse Manager – Sexual Health Service • Health New Zealand departments and staff

About you – to succeed in this role

You will have

Essential:

- Experience working within a healthcare environment, ideally within a multidisciplinary clinical service.
- Demonstrated experience leading and supporting administrative teams and office operations.
- Demonstrated experience in delivering customer-focused services and working effectively with the public.
- Demonstrated experience in revenue management, invoicing, and debt collection processes.
- Demonstrated accountability for achieving operational, performance, and financial objectives.

Desired:

- Experience working as Practice Manager / Practice Coordinator within a healthcare environment, ideally within a multidisciplinary clinical service.
- Demonstrated experience coordinating and implementing continuous quality improvement initiatives.
- Experience using patient management systems and healthcare databases.
- Knowledge of Health NZ policies, processes, and service delivery frameworks

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.
- Manage competing priorities effectively through strong administrative, organisational, and time management skills.
- Communicate clearly and professionally in both written and verbal formats.
- Work collaboratively and contribute to a positive, high-performing team environment.
- Demonstrate sound judgement, initiative, and accountability in managing operational responsibilities.

Desired:

- Foster and support a high-performing team environment.
 - Coach, mentor, or support the development of other administrative staff.
 - Lead or facilitate continuous improvement initiatives and change activities.
 - Develop collaborative relationships across a broad range of clinical and non-clinical services.
-