Health New Zealand
Te Whatu Ora

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	Team Coordinator - Musculoskeletal and Paediatrics (MSKP) Physiotherapy
Reports to	Team Leader Physiotherapy
Location	Canterbury District
Department	Christchurch Physiotherapy
Date	12/10/2026
Salary band (indicative)[i]	PSA Allied, Designated B1-3
Children's Worker role[ii]	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 Team Coordinator - Musculoskeletal and Paediatrics (MSKP) Physiotherapy provides operational, professional and clinical leadership support across the Musculoskeletal and Paediatrics cluster. The clinical services within the cluster currently include Emergency Department, Orthopaedic, Paediatric and Neonatal Intensive Care Unit (NICU) Physiotherapy services. The composition of the cluster may be amended from time to time to meet organisational priorities, service needs and workforce requirements, and the Team Coordinator will provide leadership and coordination support across the designated services within the cluster.

Working under the direction of the Team leader - Physiotherapy, the Team Coordinator undertakes delegated leadership and operational responsibilities that support safe, effective and efficient service delivery across the cluster. The role provides day-to-day leadership, workforce coordination, staff support and quality improvement activities while contributing to the achievement of strategic and operational service objectives.

The position maintains a substantive clinical workload that supports clinical credibility and visibility across MSKP Physiotherapy services while balancing leadership and coordination responsibilities. Through this combination of clinical and leadership activity, the Team Coordinator provides visible leadership, promotes clinical excellence and supports consistency of practice across the service.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice and Leadership	• Maintains an advanced clinical caseload appropriate to service requirements and allocated responsibilities. • Provides safe, effective and evidence-based physiotherapy services within their area of clinical expertise. • Demonstrates professional leadership through exemplary clinical practice. • Supports colleagues with clinical problem-solving and decision-making. • Promotes evidence-based practice and consistency of care across the cluster. • Identifies opportunities to improve patient outcomes and service delivery through clinical practice. • Acts as a role model for professional standards, interdisciplinary collaboration and patient-centred care. • To participate in weekend and after hours services (on call, weekends and public holidays).
Leadership and Service Coordination	• Supports the Physiotherapy Team Leader through delegated operational and leadership responsibilities. Such as Success and Development, Coaching and performance improvement conversations. • Coordinates day-to-day service delivery across the MSKP cluster. • Supports workforce planning, leave management, roster coordination and allocation of clinical resources. • Provides first-line support and guidance to team members. • Facilitates communication and collaboration across Emergency Department, Orthopaedic, Paediatric and NICU physiotherapy teams. • Supports staff orientation, onboarding and professional development activities. • Undertakes delegated staff management responsibilities as required. • Monitors service pressures and assists with implementation of appropriate responses. • Contributes to service planning, quality improvement and clinical governance activities.
Quality Improvement and Clinical Governance	• Supports implementation of quality improvement activities across Emergency Department, Orthopaedic, Paediatric and NICU physiotherapy services.

	• Contributes to monitoring of service performance indicators and quality measures. • Facilitates participation in audit, evaluation and quality improvement initiatives. • Supports service evaluation, audit and research activities that contribute to evidence-informed physiotherapy practice and service improvement. • Supports compliance with professional, organisational and legislative requirements. • Assists with the implementation and review of clinical pathways, protocols, guidelines and standard operating procedures. • Identifies opportunities for service improvement and escalates recommendations appropriately. • Supports management of incidents, complaints and quality events in collaboration with the Physiotherapy Team Leader.
Education and Workforce Development	• Supports professional development and capability growth across the MSKP workforce. • Assists with identification of learning and development needs within the team. • Facilitates access to education, training and professional development opportunities. • Supports student placements and the supervision framework across the cluster. • Encourages evidence-based practice and knowledge sharing within and between teams. • Contributes to succession planning and workforce sustainability initiatives.
Collaboration and Service Integration	• Promotes collaboration across Emergency Department, Orthopaedic, Paediatric and NICU physiotherapy services. • Builds effective relationships with multidisciplinary teams and service partners. • Supports initiatives that improve patient flow, service integration and care coordination. • Acts as a communication conduit between staff and leadership. • Contributes to multidisciplinary and service-wide projects as required.

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

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

Relationships

External	Internal
• Tāngata whaiora and their whānau • Other professional colleagues across the Canterbury region and nationally (and internationally as appropriate) • Relevant training institutions • Support Groups • Professional Associations and Regulatory Authorities • Consumer Groups, family-whānau groups • Other stakeholders e.g. NGOs, government departments and agencies • Mana whenua ki Waitaha • Local iwi • Union Partners	• Service, Clinical and Case Managers and Leaders • Chief Allied Health, Scientific and Technical (CAHST), DAHs and Associate DAHSTs. • Physiotherapists • Other Allied Health professions • Allied Health Educators, Coordinators and Professional Leaders • Nursing and Medical professionals and leaders • Union Delegates

About you – to succeed in this role

You will have

Essential:

- Registration with the Physiotherapy Board of New Zealand and a current Annual Practising Certificate.
- Relevant clinical experience within one or more of the MSKP service areas.
- Significant post-registration physiotherapy experience.
- Demonstrated ability to provide leadership and support within a clinical team environment.
- Understanding of operational requirements within acute hospital physiotherapy services.
- Experience coordinating clinical workloads, resources or service activities.
- Demonstrated ability to build positive working relationships with multidisciplinary teams.
- Experience supporting quality improvement, service development or clinical governance activities.
- Effective problem-solving, organisation and prioritisation skills.
- Strong written and verbal communication skills.
- Ability to manage competing priorities and respond to changing service demands.
- Commitment to patient-centred, whānau-centred and evidence-based care.
- Understanding of Te Tiriti o Waitangi and a commitment to achieving equitable health outcomes.

Desired:

- Previous experience in a formal or informal leadership role.
- Experience working across more than one of the following service areas: Emergency Department, Orthopaedics, Paediatrics or NICU.
- Experience with workforce development, supervision or staff mentoring.
- Experience leading or participating in quality improvement initiatives.

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.