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	Clinical Team Co-ordinator
Reports to	Nursing Director - Operations
Location	Christchurch Hospital
Department	Department of Nursing
Date	November 2021
Salary band (indicative)[i]	Senior Designated Nurses Scale Grade 4
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 purpose of the CTC role is to ensure effective teamworking and provide leadership in the after-hours period so that staff, particularly junior RMOs, can work in an environment where they are supported, with manageable workloads and can be with the right patient at the right time to enable good clinical decision-making and high-quality patient care.
Clinical practice is central to the role and presence in the clinical areas provides the opportunity to exercise nursing judgement, apply advanced assessment skills, work collaboratively with the interdisciplinary team to provide optimum patient care. The CTC position in the afterhours is a role model, mentor and advocate and resource of systems knowledge.
• Coordinate the afterhours team resources to enable the Right Person, Right Patient, Right Time approach to patient care.
• Provide leadership and support in the afterhours

Key Result Area	Expected Outcomes / Performance Indicators
To co-ordinate the After-hours Team to provide optimum patient care – Mahi Tahi	• Coordinate the duty house officer workload by assessing and triaging tasks from nursing staff. • Facilitate and co-ordinate management of inpatients identified as "at risk", referring to appropriate medical colleagues both on-site and on-call when necessary.

	• Provide clinical advice, support and guidance to wards and departments in the afterhours. • Ensure timely patient care using the principle of Right Person to the Right Patient and the Right Time. • Utilise appropriate information systems to enable informed decision making on issues within the area of responsibility.
Demonstrate a high level of communication, interpersonal and leadership skills and relationship building - Whanaungatanga	• Works collaboratively to achieve the organisational values • Provide senior nursing leadership in the afterhours • Works closely with team members from a wide range of clinical disciplines to create a supported, productive and patient-centred team which delivers high quality patient care. • Develop respectful, supportive and professional relationships with all members of staff. • Constructively manage conflict. • Manage difficult situations with respect and diplomacy. • Inspire, motivate, encourage and empower nurses to recognise and initiate best practice in their clinical area in the afterhours. • Ensure confidentiality of patient information is maintained at all times. • Strive to uphold the reputation of the CTC role and its relationship within the afterhours team.
Clinical Governance and Risk Management	• Participate in the monitoring, planning, delivery and evaluation of patient care. • Support a culture of evaluation and the ongoing quality improvement of nursing practice. • Represent and advocate for the afterhours team perspective. • Actively contribute to the process of clinical risk management. • Advise the Duty Manager of all incidents in a timely manner.
Practise in accordance with legislation and standards of practice.	• Ensure services delivered are consistent with current policies and procedures. • Ensure risks are monitored, reviewed and communicated according to current policy. • Provide ethical decision making in the achievement of organisational goals. • Ensure key performance indicators related to demand and supply are monitored and exceptions are managed.
Maintain a level of professional development as appropriate to the role at post graduate level.	• Participate and promote professional networks and professional activities/opportunities. • In partnership with Line Manager, sets performance objectives for self-development during appraisal process.
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 visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

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 whanau • Members of public	• Duty Managers • Medical staff – on-site and on-call

• Personnel from external agencies	• Nursing staff • Service Managers • Multidisciplinary services • Resident Doctor Support Team (RDST) and Medical Education Training Unit (METU)

About you – to succeed in this role

You will have

Essential:

- Registered Nurse with the Nursing Council of New Zealand
- Hold a current Nursing Council of New Zealand practicing certificate
- Broad based experience and at least 5 years in an acute care setting.
- Post graduate health qualification. [insert minimum qualifications]

Desired:

- Have experience in the day to day requirements of running a healthcare team.
- Current CORE qualification
- Advanced skills in IV Cannulation, ECG interpretation, experience with escalating care of the deteriorating patient.

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.
- Have excellent interpersonal skills and the ability to communicate across all disciplines and occupational groups
- Consistently demonstrate the ability to articulate in clinical situations.
- Excellent administrative, organisational and time management skills
- Ability to confidently and respectfully work both independently and within a team structure.
- Able to work under pressure to fulfil urgent requests within tight timeframes.

- Self-motivated and an ability to contribute to and accommodate change
- Accepts responsibilities for actions
- Ability to escalate issues appropriately.
- Displays a positive, proactive and enthusiastic attitude

[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.