

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

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| Title | Needs Assessor and Service Coordinator (Disability) | | | |
| Reports to | Team Leader – Needs Assessment Service | | | |
| Location | Richmond Health Hub | | | |
| Department | Support Works / Needs Assessment | | | |
| Direct Reports | Nil | Total FTE | 1.0 | |
| Budget Size | Opex | Nil | Capex | Nil |
| Delegated Authority | HR | Nil | Finance | Nil |
| Date | March 2026 | | | |
| Salary band (indicative)* | Allied Health MECA PSA | | | |

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Work in partnership with consumers who have health and disability needs in order for them to achieve optimum health and well-being through appropriate assessment, planning, intervention, evaluation and education.

This position works with people who have an intellectual or physical disability and also includes people with Autistic Spectrum Disorder. The supports provided applied to people of any age, including children.

| Key Result Area | Expected Outcomes / Performance Indicators |
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| Client Assessment Processes and triages referrals identifying complex cases that require case management and referral. | Therapeutic relationships with clients are established, maintained and terminated appropriately. Acts as a client advocate in all activities. Consults with the client and significant others regarding care and treatments working in partnership to establish care plan. Provides information and education to the client and significant others regarding their expected health outcomes and health trajectory. Completes holistic assessments and documents identified needs. |

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| | <p>Facilitates access to specialist assessments where appropriate to enhance health outcome or health pathway.</p> <p>Assists clients / family with goal setting for condition/care management.</p> <p>Refers clients who do not meet eligibility criteria for the referred service on to other agencies as appropriate.</p> <p>Undertakes assessments in clients own environment where possible.</p> <p>Works effectively with other services to which referrals are sent.</p> |
| <p>Service Coordination</p> <p>Review/Audit show that services are co-ordinated to effectively match identified needs and ensure optimum opportunity for restoration of health/function.</p> | <p>Works collaboratively with other members of the health care team to identify plan of care or pathway for increasing independence</p> <p>Identifies inpatients who will require support on discharge developing (in partnership with consumer/whanau) a support plan to assist discharge planning</p> <p>Determines in partnership with client/carer goal oriented plans</p> <p>Identifies a broad range of support options that meets prioritised consumer needs, both community based and contractually funded</p> <p>Facilitates access to the agreed package of support and services through referral and appropriate contractual processes</p> <p>Reviews the appropriateness of support services and negotiates adjustments as necessary to meet the plan of restorative care.</p> |
| <p>Operational Activities</p> | <p>Works collaboratively with other members of the health care team.</p> <p>Liaises with all health and disability services, including Health NZ Medical and Surgical Wards, Child Development Services, Mental Health Services, Disability Support Services; NGO providers, for appropriate referrals and to support and facilitate discharge.</p> <p>Uses professional clinical judgement to assess and prioritise individual need and care packages.</p> <p>Anticipates work flow each week and/or organises resources, interventions and work prioritisation accordingly.</p> <p>Involves He Pukenga Haora when appropriate /requested.</p> <p>A commitment to quality service delivery and innovation is consistently demonstrated in all activities.</p> <p>Undertakes critical assessments for any potential or actual risk/safety issues and contacts the appropriate agency if any significant risks are identified In order to eliminate, mitigate or isolate same.</p> <p>Consistently takes up opportunities to obtain new skills and competencies which will enhance delivery of service.</p> |

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| | Approaches quality improvement in an innovative manner bringing alternative solutions to existing issues and problems. |
| <p>Professional Development</p> <p>Utilises current evidence as the platform for all clinical assessments and activities.</p> | <p>Contributes to the development and recognition of contemporary evidence based practice.</p> <p>Contribute to ongoing quality improvement in health practice and service delivery.</p> <p>Participates in annual performance review process including review of performance goals and identification of areas for professional development.</p> |
| <p>Internal & External Networks and Relationship Development</p> | <p>Develops effective and supportive interpersonal relationships with peers and other health workers to enhance consumer outcomes.</p> <p>Positive feedback to and from internal and external colleagues.</p> <p>Effectively communicates with referrers to ensure appropriate, timely and relevant clinical information is available to inform clinical decision making.</p> <p>Maintains effective interpersonal relationships with all staff members and in all internal and external relationships.</p> <p>Demonstrates effective contact and liaison with service providers and referrers.</p> |
| <p>Quality Improvement</p> | <p>Participates in quality improvement processes in your area of work.</p> <p>A quality, customer-focused service is provided at all times, which follows best practice.</p> |
| <p>General</p> | Other duties as negotiated with your Manager. |
| <p>Te Tiriti o Waitangi</p> | <ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership. |
| <p>Equity</p> | <ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses. |

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| <p>Innovation & Improvement</p> | <ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices. |
| <p>Collaboration and Relationship Management</p> | <ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services. |
| <p>Health & safety</p> | <ul style="list-style-type: none"> • 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. |
| <p>Compliance and Risk</p> | <ul style="list-style-type: none"> • 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 the TEAM LEADER – NEEDS ASSESSMENT SERVICE

- Complex or high-risk cases where there are **safeguarding concerns** (e.g. abuse, neglect, self-neglect).
- Situations involving **significant clinical risk or deterioration** beyond scope of assessor decision-making.
- **Disputes or complaints** from clients, whānau, or providers that cannot be resolved at assessor level.
- Requests for **services outside standard funding criteria** or requiring exception approval.
- **Ethical dilemmas** or conflicts of interest impacting service allocation.
- Cases requiring **inter-agency escalation**.
- **Significant delays or barriers** to discharge planning in provider or hospital settings.
- Any **media enquiries or external scrutiny** relating to clients or service delivery.
- Concerns regarding **provider performance, quality, or safety**.
- Situations where there is **uncertainty about policy interpretation or application**.
- **Health and safety risks** impacting staff, clients, or the public.
- Any matter likely to result in **reputational, legal, or financial risk** to Health NZ.

Relationships

| External | Internal |
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| <ul style="list-style-type: none"> • Disabled individuals and their whānau / carers / support networks. • Disability support providers and contracted service agencies. • Primary care providers (GPs, practice nurses) • Hospital teams (wards, discharge planners, allied health clinicians) • Community health and social service organisations • Mental health and addiction services • Aged care providers and residential facilities • Government agencies (e.g. Ministry of Social Development, Oranga Tamariki) • Non-government organisations (NGOs) and advocacy groups • Equipment and modification services (e.g. wheelchair providers, housing modification services) | <ul style="list-style-type: none"> • Team Leader – Needs Assessment Service • NASC colleagues and Needs Assessors • Clinical & Quality Coordinators • Hospital NASC team / discharge liaison staff • Allied health professionals within Health NZ (OTs, physios, social workers) • Administration and data support teams • Funding and contract management teams • Wider Health New Zealand operational and regional teams |

About you – to succeed in this role

You will have

Essential:

- Relevant post graduate qualification preferred.
- Knowledge and understanding of disability models of care and support.
- Current full drivers licence.
- Previous experience in Needs Assessment and/or community work is desirable.
- Current knowledge of and clinical experience working with people with disabilities.
- Demonstrates knowledge of and a commitment to, the principals of the Treaty of Waitangi, specifically in regard to bi-culturalism.
- Will have, or be able to quickly develop familiarity with:
 - Individual professional code of practice
 - Human Rights Act
 - Official information Act

- Privacy Act 1993
- Health and Disability Commissioner Act 1994
- The Mental Health (compulsory assessment and treatment) Act 1992
- Protection of Personal Property and Rights Act (welfare guardianship)
- NZ Disability Strategy
- NZ Health of Older People Strategy
- Health NZ Standards for Nursing & Midwifery Practice.
- Demonstrated understanding of contemporary health care environment including clinical risk, clinical quality and effective use of resources.
- Demonstrated knowledge and understanding of Better Sooner More Convenient Strategy and goals of Health NZ.
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook.
- Understands and complies with Health NZ Information Technology policies.
- Takes responsibility for own professional development and maintains a current practising certificate.

- Demonstrates understanding of the lifestyle issues that confront people with a disability or ill health .
- Able to effectively assess priority of support needs within a restorative care model.
- Demonstrated ability to work with clients family/whanau and caregivers and be able to empower clients throughout the assessment process .
- Demonstrates good communication and people skills and a commitment to developing and maintaining effective working relationships across the spectrum of consumers, whanau and health professionals.
- Demonstrated ability to establish credibility and maintain integrity with all consumer groups whilst ensuring the balance of service requirements.
- Demonstrated ability to be highly organised and effective time management.
- Ability to make autonomous decisions.
- Total commitment to client oriented care and quality standards.
- Promotes the image and practice of caring, supportive and competent practice.
- Available to be responsive to client need for assessment as it arises .
- Understands and complies with Health NZ Information Technology policies.
- Ability to work across and be respectful of diverse cultures and communities to achieve health gains for all.
- Able to work effectively and independently as well as part of a multidisciplinary team .
- Adaptable and flexible in the work environment, with an ability to think laterally.
- Effective problem solving skills.

- Positive attitude with a realistic outlook.
- Energetic and motivated, demonstrating flair and initiative.
- Open to change and willing to adopt and initiate change within the overall development of services to better meet the needs of those we serve.
- Respect for others – promotion of mutual trust.
- Able to act with initiative, tact, integrity and maturity.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Relevant post graduate qualification preferred.
- Knowledge and understanding of disability models of care and support.

Should a Registered Nurse be appointed to this position the following professional nursing responsibilities, expected outcomes, experience/knowledge and specific skills also apply.

| RESPONSIBILITIES | EXPECTED OUTCOMES |
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| <p>Domain One - Professional Responsibility</p> <p><i>Domain One contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgment and being accountable for one's actions and decision, while promoting an environment that maximizes client's safety, independence, quality of life and health.</i></p> | |
| <p>1.1 Provides professional direction, leadership and management of care delivery</p> | <ul style="list-style-type: none"> • Practices in accordance with legal, ethical, cultural safety and professional standards. • Demonstrates clinical leadership in ethical decision making and patient advocacy. • Takes a leadership role in implementing care delivery and service initiatives with a nursing and or multidisciplinary focus. • Understands accountability for directing, monitoring and evaluating nursing care provided by enrolled nurses and others. • Seeks advice from a senior registered nurse if unsure about the role and competence of enrolled nurses and others when delegating work. • Takes into consideration the role and competence of staff when delegating work. • Makes appropriate decisions when assigning care, delegating activities and providing direction for enrolled nurses and others. • Provides effective clinical leadership/role modelling to other staff within and across the nursing services and to other stakeholders to ensure that service delivery and practice standards are consistent, evidence based and complement the vision and values of Health NZ. • Maintains an overview of the clinical/professional issues/standards of practice and trends affecting needs assessment/service coordination management within and beyond the service, assisting with the implementation of care initiatives including quality and safety activities. • Manages care delivery within evidence based treatment protocols for all patients. • Complies with quality focused nursing protocols with support from national groups (Health Quality and Safety Commission) guiding Nursing services ensuring care standards are articulated, supported, achieved, documented and audited. • Ensures that there is effective and timely patient centred communication within and across the health system in relation to the management of care. • Ensures that opportunities to contribute to service development and the achievement of outcomes are taken up. |

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| <p>1.2 Demonstrates the ability to apply the principles of the Treaty of Waitangi Te Tiriti o Waitangi to nursing practice</p> | <ul style="list-style-type: none"> • Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand. • Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori. • Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice. |
| <p>1.3 Promotes an environment that enables health consumer safety, independence, quality of life and health</p> | <ul style="list-style-type: none"> • Identifies and reports situations that affect health consumers or staff members' health or safety. • Accesses, maintains and uses emergency equipment and supplies. • Maintains infection control principles. • Recognises and manages risks to provide care that best meets the needs and interests of health consumers and the public. |
| <p>1.4 Practises nursing in a manner that the health consumer determines as being culturally safe</p> | <ul style="list-style-type: none"> • Recognises the impact of the culture of nursing on health consumer's care and endeavours to protect the health consumer's wellbeing within this culture. • Practises in a way that respects each health consumer's identity and right to hold personal beliefs, values and goals. • Assists the health consumer to gain appropriate support and representation from those who understand the health consumer's culture, needs and preferences. |
| <p>Domain Two - Management of Nursing Care</p> <p><i>Domain Two contains competencies that are related to client assessment and the management of client care, which is responsive to clients' needs and is supported by nursing knowledge and evidence-based research.</i></p> | |
| <p>2.1. Provides planned nursing care to achieve identified outcomes</p> | <ul style="list-style-type: none"> • Contributes to care planning, involving health consumers and demonstrating an understanding of health consumers' rights, to make informed decisions. • Demonstrates understanding of the processes and environments that support recovery. • Identifies examples of the use of evidence in planned nursing care. • Undertakes practice procedures and skills in a competent and safe way. • Administers interventions, treatments and medications, (for example: intravenous therapy, calming and restraint), within legislation, codes and scope of practice; and according to authorised prescription, established policy and guidelines. |
| <p>2.2 Undertakes a comprehensive and accurate nursing assessment of health consumers across a variety of settings.</p> | <ul style="list-style-type: none"> • Undertakes assessment in an organised and systematic way. • Uses suitable assessment tools and methods to assist the collection of data. • Applies relevant research to underpin nursing assessment. |

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| <p>2.3 Ensures documentation is accurate and maintains confidentiality of information</p> | <ul style="list-style-type: none"> • Maintains clear, concise, timely, accurate and current health consumer records within a legal and ethical framework. • Demonstrates literacy and computer skills necessary to record, enter, store, retrieve and organise data essential for care delivery. |
| <p>2.4 Ensures the health consumer has adequate explanation of the effects, consequences and alternatives of proposed treatment options</p> | <ul style="list-style-type: none"> • Provides appropriate information to health consumers to protect their rights and to allow informed decisions. • Makes appropriate professional judgement regarding the extent to which the health consumer is capable of participating in decisions related to his/her care. • Facilitates the health consumer's access to appropriate therapies or interventions and respects the health consumer's right to choose amongst alternatives. • Checks health consumers' level of understanding of health care when answering their questions and providing information. |
| <p>2.5 Acts appropriately to protect oneself and others when faced with unexpected health consumer responses, confrontation, personal threat or other crisis situations</p> | <ul style="list-style-type: none"> • Understands emergency procedures and plans and lines of communication to maximise effectiveness in a crisis situation. • Takes action in situations that compromise health consumer safety and wellbeing. • Implements nursing responses, procedures and protocols for managing threats to safety within the practice environment. |
| <p>2.6 Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care</p> | <ul style="list-style-type: none"> • Identifies own level of competence and seeks assistance and knowledge as necessary. • Determines the level of care required by individual health consumers. • Accesses advice, assistance, debriefing and direction as necessary. |
| <p>2.7 Maintains professional development</p> | <ul style="list-style-type: none"> • Contributes to the support, direction and teaching of colleagues to enhance professional development. • Updates knowledge related to administration of interventions, treatments, medications and best practice guidelines within area of practice. • Takes responsibility for one's own professional development and for sharing knowledge with others. • Participates in annual performance review process including review of performance goals and identification of areas for professional development. |

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| <p>Domain Three - Interpersonal Relationships</p> <p><i>Domain Three contains competencies that relate to interpersonal and therapeutic communication with clients, other nursing staff and inter-professional communication and documentation.</i></p> | |
| <p>3.1 Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers</p> | <ul style="list-style-type: none"> • Initiates, maintains and concludes therapeutic interpersonal interactions with health consumers. • Incorporates therapeutic use of self and psychotherapeutic communication skills as the basis for nursing care for health consumers with mental health needs. • Utilises effective interviewing and counselling skills in interactions with health consumers. • Demonstrates respect, empathy and interest in health consumer. • Establishes rapport and trust with the health consumers. |
| <p>3.2 Practises nursing in a negotiated partnership with the health consumer where and when possible</p> | <ul style="list-style-type: none"> • Implements nursing care in a manner that facilitates the independence, self-esteem and safety of the health consumer and an understanding of therapeutic and partnership principles. • Recognises and supports the personal resourcefulness of people with mental and/or physical illness. • Acknowledges family/whanau perspectives and supports their participation in services. |
| <p>3.3 Communicates effectively with health consumers and members of the health care team</p> | <ul style="list-style-type: none"> • Uses a variety of effective communication techniques. • Employs appropriate language to context. |
| <p>Domain Four - Interprofessional Health Care and Quality Improvement</p> <p><i>Domain Four contains competencies to demonstrate that the nurse, as a member of the health care team evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the team.</i></p> | |
| <p>4.1 Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care</p> | <ul style="list-style-type: none"> • Promotes a nursing perspective and contribution within the inter-professional activities of the health care team. • Provides guidance and support to those entering as students, beginning practitioners and those who are transferring into a new clinical area. • Collaborates with the health consumer and other health team members to develop plan of care. • Maintains and documents information necessary for continuity of care and recovery. • Develops a discharge plan and follow up care in consultation with the health consumer and other members of the health care team. |

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| <p>4.2 Recognises and values the roles and skills of all members of the health care team in the delivery of care</p> | <ul style="list-style-type: none"> • Makes appropriate formal referrals to other health care team members and other health related sectors for health consumers who require consultation. • Contributes to the co-ordination of care to maximise health outcomes for the health consumer. • Collaborates, consults with and provides accurate information to the health consumer and other health professionals about the prescribed interventions or treatments • Demonstrates a comprehensive knowledge of community services and resources and actively supports service users to use them. |
| <p>4.3 Participates in quality improvement activities to monitor and improve standards of nursing</p> | <ul style="list-style-type: none"> • Recognises and identifies researchable practice issues and refers them to appropriate people. • Distributes research findings that indicate changes to practice with colleagues. • A quality, customer-focused service is provided at all times, which follows best practice. • Participation in quality improvement processes in your area of work. |
| <p>General</p> | <ul style="list-style-type: none"> • Other duties as negotiated with your Manager. |

EXPERIENCE / KNOWLEDGE OF:

- HPCA act and its amendments.
- Nursing Council of NZ key documents – Scope of Practice for Nurses; NP, RN, RN Expanded practice, EN; Direction & Delegation; and Educational Standards.
- Treaty of Waitangi and its application to the health setting.
- Misuse of Drugs Act (1977) and Regulations.
- NZNO Code of Conduct (2012).
- Health & Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).
- Privacy Act (1993) and Health Information Privacy Code (1994).
- Health and Safety at Work Act (2015).
- New Zealand Health Care Standards.
- Health NZ Nursing and Midwifery Policies and Procedures.
- Equal Employment Opportunities.
- NZNO Code of Ethics (2010).
- NZNO Standards of Professional Nursing Practice (2012).
- Current over-arching NZ Health Strategies.

SPECIFIC SKILLS

- High level of written and verbal communication.
- Effective Report writing skills.
- Demonstrated competency in priority setting/time management.
- Demonstrated competency in effective problem solving/planning.
- Demonstrated multi-disciplinary relationship skills.
- Knowledge of current issues within nursing in NZ and internationally.
- Ability to work independently and to be an effective team member.
- Knowledge and understanding of medico/legal and ethical responsibilities.
- Basic knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.

PERSONAL ATTRIBUTES

- Positive and friendly approach with ability to maintain ongoing courteous rapport in difficult situations.
- A personally held clarity and vision for contemporary nursing now and into the future which is patient centric.
- Demonstrated ability to rapidly assess and analyse situations and to bring robust and workable solutions to patient care.
- Demonstrated commitment to quality and continuous improvement and the achievement of nursing sensitive quality indicators.
- Demonstrated ability to be a good listener.
- Multidisciplinary team focus.
- Patient focused.
- Empathy and respect for individuals from diverse backgrounds.
- Demonstrated ability to embrace change.
- Demonstrated ability to take initiative.
- Commitment to ongoing education/ professional development.
- Honest and reliable.
- Courage to act and innovate with a commitment to contemporary nursing practice.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*