

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

Title	ACC Clinical Support Coordinator			
Reports to	Associate Director of Allied Health			
Location	Wairau			
Department	Allied Health			
Direct Reports	Nil		Total FTE	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	July 2026			
Salary band (indicative)*	Administration Workers Collective Agreement Band 4C Step 1 to Step 6			

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 with the clinical teams across both Nelson and Marlborough sites, undertaking non-clinical tasks that have been identified and delegated in order to support the consumers and their whānau during transition of care, including identify opportunities to streamline systems and processes.

Consumers who have sustained an injury and who are admitted to hospital are often complex, and require ACC rehabilitation, access to equipment, care and support needs on discharge from an inpatient event. This requires a partnership between clinicians, ACC and community providers in order to ensure a seamless process, efficient use of resources and a positive experience for the consumer and their whānau.

Key Result Area	Expected Outcomes / Performance Indicators
Service Administration	• To support the day-to-day ACC administrative and coordination requirements, as identified and delegated by the clinical teams in order to prepare consumers and their whānau for discharge and transition to community services. • To ensure relevant information and data is entered, both into patient notes systems as well as PMS, retrieved accurately and completely in a timely manner according to the health and ACC systems and processes.

	• To ensure alignment to specific ACC contractual specifications, including the Non-Acute Rehabilitation Pathway. • Submit applications for cares required upon discharge to be funded by ACC, as requested by Allied Health Professional (AHP). • Source respite care options from available facilities • Respond to post-discharge enquiries. • Provide post-discharge co-ordination of transitions from interim care to home supports. • Provide information to patients and their whanau regarding supports, costs, eligibility, community providers, contact pathways. • Administrative and duties are undertaken in a confidential, professional and efficient manner, according to standard practice and appropriate policies, procedures, contractual requirements. • Develop and maintain desk file for the service. • Provide a friendly and courteous response to enquiries promptly and efficiently. • Documentation of patient interactions in line with departmental policy.
Teamwork	• Works collaboratively with all members of the clinical teams in a shared service environment. • Contributes positively as an effective team member, • Attend ward MDT meetings and individual family meetings as required. • Feedback from the team is positive and indicates contribution adds value. • Attends and actively contributes to meetings.
Quality Improvement	• Contributes to the ACC and appropriate service planning process. • Works in a way that utilises resources in the most sustainable and cost-effective manner. • Undertake tasks delegated by their line manager. • Data collection of service provided. • Provide staff trainings on ACC processes. • A quality, customer-focused service is always provided, which follows best practice. • Participation in quality improvement processes in your area of work. • Maintains timely and accurate statistics as required by department.
Other Duties	• Undertake duties from time to time that may be in addition to those outlined above, but which fall within your capabilities and experience. • Act as a role model for the Organisational Values.

	• Responds positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • Demonstrates and support the Organisational values in daily practice.
Professional Development – Self	• Identifying areas for personal and professional development. • Demonstrates how this service supports reducing health disparities between Māori and non-Māori and between high needs whānau and the wider community. • Has an on-going commitment to undertaking training in te reo, tikanga and understanding Māori practices. • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
Te Tiriti o Waitangi	• 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.
Equity	• Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	• 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.
Collaboration and Relationship Management	• 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.

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 the ASSOCIATE DIRECTOR OF ALLIED HEALTH

- Operational issues
- Performance or competence concerns
- Situations that place patients, staff or yourself at significant risk without support
- Clinical standards failure
- Workforce issues
- Health and safety concerns

Relationships

External	Internal
- ACC - Other Agencies as applicable for the role	- Hospital and Specialist Services Clinicians - Hospital and Specialist Services Financial team - Hospital and Specialist Services Administrators

About you – to succeed in this role

You will have

Essential:

Qualifications

- NCEA Level 2 English and Maths advantageous.

Experience

- Familiarity with health & disability systems and terminology is an advantage.
- Understanding of the principles of Te Tiriti of Waitangi.
- Demonstrated ability of good oral and written communication
- Excellent computer and key board skills.
- Keeps up to date with available information technology relevant to position.

Knowledge and Skills

- Ability to work alongside a range of professionals in the health and disability system.
- Knowledge of and commitment to biculturalism and te Tiriti of Waitangi.
- Have a sound knowledge of IT systems and applications.
- Ability to work both as a member of a team and independently.
- Ability to manage time effectively and to work under pressure.

Personal Qualities

- Excellent organisational and time management skills.
- Ability to work within a multidisciplinary team with a high degree of co-operation.
- A person of integrity who will respect the confidentiality and sensitivity of information .
- Have a pleasant disposition, sense of humour and ability to work with a high degree of diplomacy and co-operation to provide quality service to clients .
- Attention to detail and accuracy.
- Able to be versatile, innovative and possess the ability to adapt within a changing environment .
- Have demonstrated strong customer orientation.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- 2 to 3 years administration experience.
- Health database experience.
- Level 3 Health and Wellbeing Qualification.
- NZ Full or Restricted Driver's licence.
- Knowledge of health services.
- Knowledge of ACC systems and processes.

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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

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.*