

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 Needs Assessor Health of Older Peoples (HOP)
Reports to	Team Leader - Needs Assessment Service, Support Works
Location	Nelson
Department	Community Services
Date	21 August 2026
Salary band (indicative)ⁱ	PSA Allied Public Health, Scientific and Technical Step 1 to Step 7
Children's Worker roleⁱⁱ	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:

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 specifically with people who have age related or long-term chronic health conditions that result in them requiring support.

Key Result Area	Expected Outcomes / Performance Indicators
Client Assessment Processes and triages referrals. Conducts a comprehensive assessment considering the psycho-social,	- Therapeutic relationships with clients are established, maintained and terminated appropriately. - 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 clinical assessments and documents identified needs.

physical and functional needs of the client.	• Facilitates access to specialist assessments where appropriate to enhance health outcome or health pathway. • Assists clients / family with goal setting for condition/care management. • Refers clients who do not meet eligibility criteria for the referred service on to other agencies as appropriate. • Undertakes clinical assessments in clients own environment where possible. • Works effectively with other services to ensure clients needs are effectively met.
Service Co-ordination Review/Audit show that services are co-ordinated to effectively match identified needs and ensure optimum opportunity for restoration and/or maximisation of health/function	• Works collaboratively with other members of the health care team to identify plan of care or pathway for restorative care. • Identifies inpatients who will require support on discharge developing (in partnership with consumer/whanau) a support plan to assist discharge planning. • Determines in partnership with client/carer goal oriented plans. • Identifies a broad range of service options that meets prioritised consumer needs. • Facilitates access to the agreed package of support and services through referral and appropriate contractual processes. • Reviews the appropriateness of support services and negotiates adjustments as necessary to meet the plan of restorative care.
Operational Activities	• Demonstrates a commitment to quality service provision requirements as specified in the service descriptions and MOH Standards for Assessment and co-ordination. • Efficiently and effectively manages allocated resources. • Establishes and maintains effective communication across a wide range of consumers and provider agencies. • Works collaboratively with other members of the health care team. • Liaises with all health and disability services, including Health NZ (Nelson Marlborough) Medical and Surgical Wards, Child Development Services, Mental Health Services, Disability Support Services; NGO providers, for appropriate referrals and to support and facilitate discharge. • Uses professional clinical judgement to assess and prioritise individual need and care packages. • Anticipates work flow each week and/or organises resources, interventions and work prioritisation accordingly. • Involves He Pukenga Haora when appropriate /requested. • A commitment to quality service delivery and innovation is consistently demonstrated in all activities. • 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. - Consistently takes up opportunities to obtain new skills and competencies which will enhance delivery of service. - Approaches quality improvement in an innovative manner bringing alternative solutions to existing issues and problems.
Professional Development Utilises current evidence as the platform for all clinical assessments and activities.	- Contributes to the development and recognition of contemporary evidence based practice. - Contribute to ongoing quality improvement in health practice and service delivery. - Participates in annual performance reviews and process of performance goals and identifying areas for professional development.
Internal & External Networks and Relationship Development	- Develops effective and supportive interpersonal relationships with peers and other health workers to enhance consumer outcomes. - Positive feedback to and from internal and external colleagues. - Effectively communicates with referrers to ensure appropriate, timely and relevant clinical information is available to inform clinical decision making. - Maintains effective interpersonal relationships with all staff members and in all internal and external relationships. - Demonstrates effective contact and liaison with service providers and referrers.
Quality Improvement	- Participates in quality improvement processes in your area of work. - A quality, customer-focused service is provided at all times, which follows best practice.
General	Other duties as negotiated with your Manager.

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.
- H&S issues.
- Any issues that may result in organisational risk or damage to reputation.

Relationships

External	Internal
• ARC Providers • HBSS Providers • Primary Care providers • NGO Providers	• NAS HIP & Disability Team • NMH Community Services • NMH Acute Care Services • He Pukenga Haora • Mental Health Services • Disability Support Services

About you – to succeed in this role

You will have

Essential:

Qualifications

- Current Registered Health Professional e.g Occupational Therapist or Physiotherapist or Registered Nurse with a current practising certificate
- Relevant post graduate qualification preferred

- Knowledge and understanding of contemporary gerontology practices and community services
- Current full drivers licence

Experience

- Previous experience in Needs Assessment processes and InterRAI assessments and/or community work is desirable
- Current knowledge of and clinical experience working with people with disabilities

Knowledge and Skills

- Demonstrates knowledge of and a commitment to, the principals of the Treaty of Waitangi, specifically in regard to biculturalism
- 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 (*if a RN is appointed*)
- 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 practicing 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.

Personal Attributes

- 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
- 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.

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.

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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.

Appendix 1

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
Domain One - Professional Responsibility <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>	
1.1 Provides professional direction, leadership and management of care delivery	• 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 multi disciplinary 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 (Nelson Marlborough). • Maintains an overview of the clinical/professional issues/standards of practice and trends affecting health of older people 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.
1.2 Demonstrates the ability to apply the principles of the Treaty of Waitangi Te	• 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.

Tiriti o Waitangi to nursing practice	• Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.
1.3 Promotes an environment that enables health consumer safety, independence, quality of life and health	• 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.
1.4 Practises nursing in a manner that the health consumer determines as being culturally safe	• 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.
Domain Two - Management of Nursing Care <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>	
2.1. Provides planned nursing care to achieve identified outcomes	• 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.
2.2 Undertakes a comprehensive and accurate nursing assessment of health consumers across a variety of settings	• 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.
2.3 Ensures documentation is accurate and maintains confidentiality of information	• 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.

2.4 Ensures the health consumer has adequate explanation of the effects, consequences and alternatives of proposed treatment options	• 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.
2.5 Acts appropriately to protect oneself and others when faced with unexpected health consumer responses, confrontation, personal threat or other crisis situations	• 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.
2.6 Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care	• 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.
2.7 Maintains professional development	• 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.

Domain Three - Interpersonal Relationships <i>Domain Three contains competencies that relate to interpersonal and therapeutic communication with clients, other nursing staff and inter-professional communication and documentation.</i>		
3.1	Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers	• 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.
3.2	Practises nursing in a negotiated partnership with the health consumer where and when possible	• 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.
3.3	Communicates effectively with health consumers and members of the health care team	• Uses a variety of effective communication techniques. • Employs appropriate language to context.
Domain Four - Interprofessional Health Care and Quality Improvement <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>		
4.1	Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care	• 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.

4.2 Recognises and values the roles and skills of all members of the health care team in the delivery of care	• 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.
4.3 Participates in quality improvement activities to monitor and improve standards of nursing	• 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.
General	• 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.
- NCNZ 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.
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- 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