

Position Description | Te whakaturanga ō mahi

Title	Clinical Co-ordinator
Reporting manager	Holly Rogers – Clinical Team Leader
Department	Care and Recovery Team, Ihi Ora, Te Kahui o te ihi
Location	Ihi Ora, Grafton
Full time equivalent (FTE)	1.00
Date reviewed	07/08/25

Kia kotahi te oranga mo te iti me te rahi o te hāpori
Healthy communities | World-class healthcare | Achieved together

Te Toka Tumai recognises and respects Te Tiriti o Waitangi as the founding document which encapsulates the fundamental relationship between the Crown and Iwi. This established the New Zealand Government and defined Aotearoa as a bi-cultural nation. As a bi-cultural organisation, Te Toka Tumai understands that as Tangata Tiriti we have a Tiriti o Waitangi responsibility for Māori health improvement and a legislative responsibility to eliminate health inequities.

Our **vision** is to support our local population to achieve the outcomes determined for themselves, their whānau and their community, and to ensure high quality, safe and equitable services are accessible when needed. Our approach is patient and whānau-centred healthcare, which means people are at the heart of everything we do.

Our **purpose** is to support our population to be well and healthy, with special emphasis on accelerating health gain for Māori and achieving equitable health outcomes across our community. We commission health and disability services across the whole system from problem prevention to end of life care. We provide specialist healthcare services to patients and whānau from across districts, Aotearoa, and the Pacific.

About our values

Our shared values are the foundation to how we do things at Te Toka Tumai. It is about how we treat people, and about how we make our patients, whānau and each other feel.

<p>Haere Mai Welcome <i>we see you, we welcome you as a person</i></p>
<p>Manaaki Respect <i>we respect, nurture and care for each other</i></p>
<p>Tūhono Together <i>we are a high performing team: colleagues, patients and families</i></p>
<p>Angamua Aim High <i>we aspire to excellence and the safest care</i></p>

 **Our values in action**

- See me for who I am**
 When my team understands who I am, and where I come from, I feel accepted
- My voice counts**
 When I know my voice is heard I feel a valued part of the team
- Thank you goes a long way**
 When I'm thanked it motivates me to keep doing great work
- Be kind to each other**
 When I'm respected, I'm happier in the workplace
- I have your back**
 As a team we support each other and lend a helping hand when it's needed
- I am part of a team**
 I give more of myself when we work together as one big whānau

Context for the role

Clinical Area/Service: This position is the Clinical Coordinator for the Care and Recovery Teams, at Ihi Ora.

Type of Activity: A multi-disciplinary group of staff that provide assessment and treatment for service users within the Ihi Ora catchment area.

About the role

The primary purpose of the role is to:

- To provide leadership and management for a specific multidisciplinary team of mental health professionals (see specific descriptor below) to ensure that specific service outcomes are met, and effective, high quality clinical service is delivered. This may include (but will not be limited to) delegated authority for some management activities, e.g., recruitment activities and performance reviews.

Key result area	Expected outcomes / performance indicators – position specific
<p>To manage the day-to-day delivery of care of the team</p>	<ul style="list-style-type: none"> ● Promoting an interdisciplinary team approach to the delivery of service user care, focussing on the recovery principles ● Coordinating the day-to-day activities within the team, as agreed by the Clinical Team Leader and Lead Clinician by ensuring <ul style="list-style-type: none"> ○ Service user allocation is based on appropriate skill mix and staff experience ○ Ensuring the appropriate CMHC Core Documentation and client reviews are kept updated and relevant to client care. ○ Appropriate clinical triage and risk management systems are in place during times of planned and unplanned leave ○ Work with Clinical Team Leader to ensure annual leave and other planned leave is managed to meet service delivery requirements ● Providing timely and accurate information to the Clinical Team Leader and mental health services support staff/analysts to enable accurate data interpretation and forecasting of resource/service requirements ● Investigating clinical incidents and complaints as delegated by the Clinical Team Leader (and relevant Nurse Advisor/Professional Leader as required), taking remedial action and making recommendations to avoid repetition ● Working with the relevant senior clinical staff to ensure <ul style="list-style-type: none"> ○ all students receive the appropriate level of supervised exposure and involvement in clinical practice ○ staff training and development needs are met within clinical service delivery constraints ● Ensuring staff maintain accurate and up to date documentation by <ul style="list-style-type: none"> ○ Implementation of relevant organisational policy ○ Ensuring staff compliance with Occupational Health & Safety requirements including hazard identification and management ○ Maintenance and development of quality systems and processes including appropriate risk identification and management

	<ul style="list-style-type: none"> ● Ensuring appropriate standards of customer service are practiced ● Ensuring culturally responsive service user care by assisting staff to understand the diverse needs of patient and their families and whanau ● Dealing with conflict situations, working to achieve a win-win situation ● Ensuring that the legislation relating to mental health practice is adhered to
To provide leadership of the delivery of clinical services within the relevant team	<ul style="list-style-type: none"> ● Working with relevant clinical staff, including the Clinical Team Leader and Nurse Advisor/Professional Leader(s), to ensure clinical standards/protocols/policies and service delivery requirements are met ● Effectively delegating activities and monitoring their implementation ● Utilising expert knowledge and skills to assist staff working with patients with complex needs and risk management issues ● Ensuring appropriate supervision is provided across the team ● Working collaboratively with senior staff to assist resolution of ethical and professional issues ● Fostering application of Evidence Based Practice and supporting the auditing of standards of clinical practice to ensure that practice is safe, service user focused, innovative, and based on validated research findings where these exist ● Taking a leadership role in the introduction of new service user processes and care delivery models within the team
To deliver best clinical practice	<ul style="list-style-type: none"> ● Work within the team providing clinical assessment and treatment as agreed with the Clinical Team Leader/Lead Clinician and relevant Nurse Advisor/Professional Leader (or their representative) ● Support and assist service users and whanau to identify their needs and goals ● Maintain clinical and statistical records to organisational and professional body standards in either manual and/or electronic format as specified by the service ● Complete mandatory training and any clinical updates within agreed timeframes ● Meet clinical, ethical, and cultural competencies specific to service needs, the position, the profession, and specific registering authority requirements ● Demonstrates in practice the principles of the Te Tiriti o Waitangi ● Demonstrates culturally responsive practice that encompasses a diverse range of beliefs, values, and practices
To be responsible for own aspects of professional development	<ul style="list-style-type: none"> ● Identifying individual learning needs and strategies to meet these ● Participating in in-service programmes within the service ● Participating in relevant research activity
To contribute to the overall development of the MDT	<ul style="list-style-type: none"> ● Actively participating in annual business/service planning activities for mental health team and relevant strategic planning for the mental health service ● Ensuring resources are developed and used effectively ● Ensuring clinical service delivery and organisational priorities are met ● Supporting directorates KPIs

Key result area	Expected outcomes / performance indicators for all Te Toka Tumai employees
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Supports the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity • Support the expression of hauora Māori models of care and mātauranga Māori
Equity	<ul style="list-style-type: none"> • Commits to helping all of our residents achieve equitable health outcomes • 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 • Supports the dismantling of policies, procedures and practices that cause inequity • Supports Māori-led responses • Supports Pacific-led responses
Digital	<ul style="list-style-type: none"> • Supports digital tools that foster organisational effectiveness
Whānau-centric	<ul style="list-style-type: none"> • Supports improved service engagement with whānau • Supports people and service user experience in the design, delivery and evaluation of services
Resilient services	<ul style="list-style-type: none"> • Demonstrates performance improvement and efficiency • Supports the implementation of agreed continuous improvement initiatives
Health & Safety	<ul style="list-style-type: none"> • Takes responsibility for keeping self and others free from harm at work • Complies with the requirements of the Health and Safety policy and procedures of Te Toka Tumai
Risk	<ul style="list-style-type: none"> • Actively participates in Te Toka Tumai's approach to risk management
Digital	<ul style="list-style-type: none"> • Supports digital tools that foster organisational effectiveness
Recordkeeping	<ul style="list-style-type: none"> • Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.

Authorities

Delegated financial authority	N/A
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Relationships

External	Internal
<ul style="list-style-type: none"> • Referring clinicians/services • Other relevant clinical services/NGOs • GP's and other primary care services. • Other relevant community organisations e.g., Police, Justice, MSD • District Inspectors 	<ul style="list-style-type: none"> • Relevant Level 3 partnership: Service Manager, Clinical Director, Nurse Advisors & Allied Health Professional Leader(s) • Clinical Teams • Consumer Advisors and Family Advisor • Relevant clinical governance groups and management teams

About you – to succeed in this role

You will have**Essential:**

- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- NZ Registered Health Professional with a current annual practicing certificate
- Minimum 3 years' experience in the relevant mental health clinical environment
- Knowledge of the implications of the Treaty of Waitangi and a commitment to biculturalism

Desired:

- Relevant post graduate study

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
- Demonstrate alignment with Te Toka Tumai values

Desired:

- Experience participating in service development initiatives

Critical competencies

Teamwork	<ul style="list-style-type: none"> ● Collaborates with fellow team members and other work groups to achieve effective service user outcomes. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others. Recognises and respects individual difference.
Service User Orientation	<ul style="list-style-type: none"> ● Develops positive working relationships with service users, identifies and seeks to meet their needs treating them respectfully and as a priority. Able to understand and balance the needs of service users and their whanau

Document Control

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