

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

Title	Registered Nurse – Awhi Mātua Referrals Management Clinician		
Reports to	Clinical Team Leader – Awhi Mātua		
Location	Awhi Mātua, Building 14, Greenlane Clinical Centre		
Department	Mental Health		
Direct Reports	Clinical Team Leader	Total FTE	1.0
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	July, 2026		
Salary band (indicative)*			

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 Awhi Mātua community team serves the central Auckland population of adults over 65 who are experiencing acute mental ill-health and/or behavioral difficulties associated with dementia.

We are a community specialist mental health service and will work with tangata whaiora from acute crisis through to continuing care and eventual discharge.

This role is that of a referrals management clinician, which is a key role within the team and will typically be the first point of contact for referrers, Tangata Whaiora and their whanau. The work is primarily to provide clinical triage and signposting to accessing various supports or services.

Through effective triage and referrals management, you will ensure timely assessment and appropriate access to services based on the service entry criteria and clinical priority; while providing a degree of clinical oversight and follow up for Tangata Whaiora who are waiting to be seen by service.

The RMS clinician will work closely with the leadership team and our nurse practitioner, as well as other members of the multidisciplinary team (MDT), general practitioner (GP) and other health care providers, including NGOs and inpatient services.

Key Result Area	Expected Outcomes / Performance Indicators
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Whaiora Care Management/ Care Coordination	• Uses advanced clinical knowledge and skills to assess, plan, coordinate, and evaluate whai ora/whanau health needs. • May provide direct care for patient/clients in specialty focus to achieve best health outcomes. • Collaborates and communicates with multidisciplinary team to co-ordinate and negotiate access to health care to achieve best health outcomes. • Facilitates effective discharge planning and/or referral processes to health care providers and support agencies to meet identified health needs. • Monitors clinical outcomes/indicators and manages variance to clinical pathway, protocols or best practice guidelines. • Educates and provides information to clients/family/whanau to improve knowledge of disease/illness, self-management, prevention of complications and promotion of recovery. • Accurately documents triage of clients health status, presenting needs, and clinical decisions made regarding interventions and referrals or follow-up.
Interpersonal Relationships:	• Collaborates and communicates with multidisciplinary team to co-ordinate care and achieve best health outcomes. • Promotes and participates in effective teamwork and collaborative relationships within the multi-disciplinary team. • Maintains (and supports others to develop) effective therapeutic relationships with whaiora and whānau.
Inter Professional health care and Quality Improvement	• Identifies situations of clinical risk and takes appropriate action to ensure a safe environment for whai ora, whānau and staff. • Contributes to evidence based practice in specialty area. • Demonstrates commitment to quality improvements, risk management and resource utilisation. • Provides input into clinical standards/protocols and policies and undertakes clinical audits as required. • Evaluates the effectiveness, efficiency and safety of clinical practice and service process • Participates in the implementation of models of care appropriate to whai ora population and service needs. • Assists in the implementation of initiatives to address differential access to healthcare services for Māori. • Acts to identify and minimise organisational risk. • Contributes to and participates in Te Toka Tumai policy development. • Participates in case review and debriefing activities as required. • Practices in accordance with legal, ethical, cultural safety and professional standards. • Maintains and develops own clinical expertise and knowledge in specialty practice. • Effectively supervises, directs and delegates to students or newer clinicians. • Fosters inquiry and critical thinking amongst colleagues to advance practice and whai ora care. • Participates in peer review/feedback. • Pro-actively participates in own performance development and review. • Attends educational opportunities relevant to the role and scope of practice. • Fosters the implementation of organizational and professional goals and values. • Promotes Te Toka Tumai as a centre of excellence.

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.

Matters which must be referred to the Clinical Team Leader

Any clinical or service related risks or concerns requiring further advice or discussion

Relationships

External	Internal
- Referring clinicians/services - Other relevant clinical services/NGOs - GP's and other primary care services. - Family and whānau - Other relevant community organisations e.g., Police, Justice, MSD - District Inspectors	- Clinical Coordinator - Inter-disciplinary team - Consumer advisors - Admin clerical staff - Other CMHC staff - Consumer Representative - Clinical Team Leader - Lead Clinician - Service Clinical Director - Awhi Mātua Fraser McDonald Unit - Liaison Psychiatry Team

About you – to succeed in this role

You will have

Essential:

- A NZ registered mental health professional with a current APC
- Minimum of 2yrs experience in a clinical mental health setting
- Basic computing skills
- Excellent self management
- Proven clinical skills and independent decision making
- Professional integrity and drive for excellence

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Experience community mental health
- Experience working with older adults and knowledge around dementia care

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.*