

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	Nurse Coordinator – Quality & Risk
Reports to	Associate Group Director of Operations
Location	Timaru
Department	
Date	July 2026

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:

The role of the Nurse Coordinator Quality & Risk is to facilitate organisational quality systems and support staff in the planning, implementation, monitoring, and evaluation of service improvement initiatives. They are responsible for utilising contemporary quality and risk management knowledge and practices to ensure managers and staff have tools and techniques to enable decision making and integration of quality improvement and risk management into service delivery.

Moving towards responsive action, this will inform, validate, and strengthen the foundation for quality improvement initiatives within health, disability, social and community services in localities reaching across Aotearoa New Zealand.

Key Result Area	Expected Outcomes / Performance Indicators
Maintain compliance with the Key Performance Indicators (KPI).	- Support risk management. - Lead or contribute to organisational quality/service improvement or risk management projects which support the NZ Health Plan. - Report on district Quality, Safety Markers (QSMs) - Coordinate the development and revision of clinical documents. - Manage quality and risk management systems.

	• Assist with certification readiness activities (in conjunction with relevant managers). • Support local and regional clinical governance activity. • To be an active participant within the Quality and Risk Team.
Implement the local application of the NERMs Risk Register with the support of the Regional Risk management team.	• Facilitate and deliver risk register education sessions to the wider local organisation to ensure understanding of risk register management processes and improve the quality of risk capture. • Manage and maintain the risk register
Risk Identification and Assessment	• Support teams to build and update risk registers, to enable required for timely and high- quality reporting. • Ensure the integrity of risk data by preventing the inclusion of issues/incidents as risks and provide assurance over the completeness and accuracy of risk data within the risk system, supporting it to be the one source of truth. • Establish risk management reporting requirements and audiences, and ensure reporting provided is fit for purpose and aligns with the Risk Management Framework and Process. • Align and manage risk in accordance with Health NZ's Risk Management Policy, Framework and Process. • Participate in regional and national risk meetings and workshops as required. • Identify and recommend opportunities for process and system improvements to streamline operations and enhance efficiency.

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 to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
- Patients and their families/whānau - Primary care and community services - District Māori health provider-Arowhenua Whānau Services (AWS) - Health Quality Safety Commission (HQSC)/ Te Tāhū Hauora]	- District Leadership Group (DLG) - Te Waipounamu Quality and Patient Safety Teams - Regional Integrated Clinical Governance - National Quality and Risk Managers/Leads - Whole of Health Sector i.e., Data & Digital, Planning Funding etc. - Clinical Council - Māori and Pacifica Support Services - Quality & Risk Team - Clinical Leaders and Professional Leads - SC District staff, contractors, and volunteers

About you – to succeed in this role

You will have

Essential:

- An experienced (5-6 years) registered nurse holding a current Nursing Council of New Zealand (NCNZ) approved annual practising certificate.

- Knowledge and experience of applying quality improvement methods to complex system environments.
- Demonstrated system thinker and understanding of current NZ health sector and commitment to principles of health equity.
- Ability to critically review written material including clinical notes and coroners' records and identify significant overarching themes.
- Understanding of Māori and Pacifica models of health.
- Understanding of matauranga Māori principles and aspirations.
- Understanding of the needs of LGBTQI+ and those with disabilities.
- Information Technology (IT) literate, including Microsoft Suite.
- Expert facilitation, presentation and change management skills.
- Ability to communicate effectively and develop relevant networks with a variety of people including senior health professionals, managers of local organisations /departments, ministry officials, iwi representatives.
- Excellent written and oral communication skills, plus excellent listening skills.
- Ability to perform effectively under pressure, prioritise workloads and meet deadlines.
- Ability to work autonomously as well as part of a team, with a commitment to cooperative team relations.
- Focussed and achievement orientated.
- Consumer-focussed, with resolution skills.
- Excellent data analysis and report writing skills.
- Skills in conflict resolution, problem-solving and group facilitation.
- Flexibility, innovation, and creativity which can be brought to the health care setting.
- Energy, drive, and enthusiasm whilst being tolerant and persistent.
- Expertise in the use of recognised improvement methodology.
- Ability to contribute to the achievement of best practice by facilitating and applying relevant research.

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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