

## POSITION DESCRIPTION: PRIMARY SECONDARY CARE INTERFACE COORDINATOR

<b>Background</b>	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Ōtaki, Horowhenua, Manawatu and Tararua.</p> <p>THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected function of the position and is refreshed periodically. The PD is supported by an annual work programme.</p>
<b>Primary Functions</b>	<p>The Primary Secondary Care Interface Coordinator will play a pivotal role in streamlining the pathway between primary and secondary care. This position focuses on bridging service gaps to support patients – particularly those with long term conditions, vulnerable populations and unenrolled individuals by ensuring they receive timely, appropriate and coordinated care.</p> <p>This role is designed to improve communication across healthcare settings, enhance continuity of care and reduce avoidable hospital presentations and failed discharges. By acting as a clinical interface and care navigator, the RN ensures patients are assessed, treated and followed up by the most suitable provider at the right time, and contributing to better health outcomes.</p> <p>The Primary Secondary Interface Care Coordinator role will:</p> <ul style="list-style-type: none"> <li>• Support and enhance integration between primary and secondary services.</li> <li>• Advocate for patient centred care approaches across services.</li> <li>• Identify and connect with unenrolled patients. Support the enrolment of unenrolled individuals with general practices within the THINK Hauora network.</li> <li>• Identify patients at risk of falling through health care gaps following ED presentations, hospital discharge and/or patients with frequent ED presentations and refer them appropriately to THINK Hauora multidisciplinary teams with a focus on long term condition management or support from the Connecting Communities team.</li> <li>• Facilitate seamless transitions from secondary to primary care by liaising with ED, MAPU, discharge teams, and general practices, ensuring clear and transparent communication with discharge and care planning.</li> <li>• Coordinate the follow-up of referrals to THINK Hauora services and community supports.</li> <li>• Provide case management guided by specific criteria and care planning to ensure safe, timely, and patient-centred care that promotes improved health outcomes and sustained self-management.</li> <li>• Collaborate with the THINK Hauora clinical team, general practices, and community providers to deliver high-quality, patient-centred nursing care across settings, ensuring equitable access for enrolled and unenrolled populations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide primary care teams education, training and support on using POAC, community health pathways, referral pathways and specialist services to improve timely access to appropriate care with improved referral quality and triage efficiency, reducing service declines and wait times.</li> <li>• Deliver services in a culturally responsive and equitable manner, tailored to the needs of Māori, Pacific peoples, and other priority populations.</li> <li>• Demonstrate nursing leadership and mentorship to students, colleagues, and multidisciplinary teams.</li> <li>• Contribute clinical expertise to the development of education programmes, policies, and clinical standards.</li> </ul>	
<b>Reports to</b>	<ul style="list-style-type: none"> <li>• Clinical Programmes Manager</li> </ul>	
<b>Direct reports</b>	N/A	
<b>Functional Relationships</b>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Cardiac Rehabilitation &amp; Diabetes Management Co-ordinator</li> <li>• Pulmonary Rehabilitation &amp; Diabetes Management Co-ordinator.</li> <li>• Quality Manager</li> <li>• Primary Health Network North Multi-disciplinary team members</li> <li>• Integrated Support Manager</li> <li>• Integrated Support Administrators</li> <li>• Immunisation Coordinators</li> <li>• Cervical Screening Coordinator</li> <li>• Pasifika Health</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>• Patients and their family/whānau</li> <li>• MidCentral Health Emergency Department</li> <li>• MidCentral Health Inpatient Service.</li> <li>• MidCentral Health Bed Coordinators</li> <li>• Network General Practices</li> <li>• Local and Regional Health Care Providers</li> <li>• Iwi Māori Health Providers</li> <li>• Secondary Care Health Services</li> </ul>
<b>Primary Location</b>	Based in the offices of THINK Hauora, 200 Broadway Avenue, with travel within the THINK Hauora region, including but not limited to Palmerston North Hospital, general practice sites, community venues, and in patient's homes.	
<b>Salary Range</b>	In accordance with the skills and experience to undertake the role competencies	
<b>Nature of Position</b>	Permanent, Full-time (1.0 FTE)	
<b>Status as described in the Vulnerable Children's Act 2014</b>	In line with the Vulnerable Children Act 2014 and our service agreement with Health New Zealand – Te Whatu Ora, this position has been identified as a <b>Core Worker</b> position.	
<b>Health and Safety</b>	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies THINK Hauora health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.</p>	

ORGANISATIONAL VISION, MISSION and VALUES	
<b>Our Strategy</b>	<b>THINK Hauora 2019-2025 Strategy</b> supported by Ka Ao, Ka Awatea, Māori Health Strategic Framework
<b>Our Vision</b>	<b>Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing</b>
<b>Our Strategic Aims</b>	<p><b>Whānau Ora:</b> Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p><b>Equity:</b> Driving equity of outcomes through people, community voice and data</p> <p><b>Access:</b> Ensuring access to health care is easy, available, cross-sectors</p> <p><b>Value:</b> Creating value through teams, technology and performance</p> <p><b>Innovation:</b> Activating innovation, engagement and delivery of excellence</p> <p><b>Networking:</b> Enabling networking and relationships to achieve partnerships</p> <p><b>Growth:</b> Driving sustainability through system and alignment focus</p>
<b>Our Values</b>	<p><b>Trust:</b> Maintaining open and honest relationships</p> <p><b>Respect:</b> Embracing diversity, uniqueness and ideas</p> <p><b>Unity:</b> Valuing strengths and skills</p> <p><b>Accountability:</b> Working in a transparent and responsible manner</p> <p><b>Courage:</b> Participating with confidence and enjoyment</p>
<b>Equity</b>	<p>THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same.</p> <p>THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.</p>
<b>Commitment to Te Tiriti o Waitangi:</b>	<p>THINK Hauora is committed to Te Tiriti o Waitangi and aspires to be a Te Tiriti Partner, whose Board and employees actively contribute to the achievement of Pae Ora (Healthy Futures for Māori) across our rohe. We maintain this by expressing and activating the five principles of Te Tiriti o Waitangi across all layers of our Organisation.</p> <p><b>Tino Rangatiratanga</b>   Self-determination  <b>Mana Taurite</b>   Equity  <b>Whakamarumarutia</b>   Active Protection  <b>Kōwhiringa</b>   Options  <b>Pātuitanga</b>   Partnership</p> <p>Our suite of policies will actively ensure Pae Ora is realised through the pathways of Whānau Ora (Healthy Families), Mauri Ora (Healthy Individuals), Wai Ora (Healthy Environment).</p>

KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations
<p><b>Clinical practice and performance will be consistent with RN competencies</b></p>	<ul style="list-style-type: none"> <li>• Works in partnership with patients, their whānau, Palmerston North ED teams, MAPU, Inpatient Service teams, general practice teams, and multidisciplinary team member to ensure safe discharge, coordinated, integrated, high-quality care, support and follow up in the community.</li> <li>• Develops extensive knowledge and experience of emergency department and local secondary care services</li> <li>• Develops extensive knowledge of THINK Hauora services, network general practices, other primary care and community services across the region/network to enable appropriate support and referrals.</li> <li>• Develops extensive knowledge of POAC Pathways and general practice providers of POAC.</li> <li>• Provides ongoing overview of service coordination to ensure safe and optimal health outcomes are achieved within the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Builds positive relationships and effective lines communication with Palmerston North Hospital ED team, MAPU Team, Bed Coordinators, and other inpatient services.</li> <li>• Builds positive relationships with hospital teams, general practice teams and POAC Pathway providers,</li> <li>• Promotes safe coordinated patient focused holistic care, support and follow up.</li> <li>• Promotes and facilitates enrolment with general practice providers.</li> <li>• Implements appropriate interventions based on a systematic decision-making process.</li> <li>• Case management and follow up of referrals made to THINK Hauora services or other community providers.</li> <li>• Consults and collaborates with or refers to the THINK Hauora multi-disciplinary team members or other health professionals appropriately.</li> <li>• Keeps comprehensive documentation of assessment, plan and outcomes within the patients electronic file in the appropriate PMS.</li> <li>• Maintains good communication with patient, family/whanau, across the teams and other agencies.</li> </ul>
<p><b>Health Education &amp; Promotion:</b></p>	<ul style="list-style-type: none"> <li>• Provides opportunistic health education to patients, helping them understand their conditions and the importance of adherence to treatment plans to effectively manage their conditions.</li> <li>• Promotes preventive care and screening services and refers patients to the appropriate services as required.</li> <li>• Educates general practice teams on the use of Community Health Pathways, POAC pathways, and referral pathways</li> </ul>	<ul style="list-style-type: none"> <li>• Actively promotes health literacy to meet the needs of the patients.</li> <li>• Provides health information in a cultural appropriate manner to ensure patients and their family/whanau comprehends the information provided and enables change and effective management of long-term conditions to occur.</li> </ul>

<b>Safety and Best Practice</b>	<ul style="list-style-type: none"> <li>• Adheres to current best practice guidelines and clinical safety.</li> <li>• Adheres to THINK Hauora Service criteria when referring to THINK Hauora services or MDT.</li> <li>• Follow THINK Hauora policies and procedures.</li> <li>• Follow relevant legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Recognises limits to own practice.</li> <li>• Consults appropriately with Principle Medical Advisor</li> <li>• Perform case management reviews RN Primary Secondary Interface Coordinator – South, Primary Health Network Team Lead North &amp; South and Clinical Programme Team Lead</li> <li>• Participate in peer reviews with multi-disciplinary team members.</li> <li>• Abides by NCNZ Code of Conduct and Professional Boundaries.</li> <li>• Adheres to legislative requirements. Privacy Act, HIPC, Code of Rights</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Maintains regular and ongoing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains PDRP portfolio</li> <li>• Participates actively in annual performance review establishing objectives, performance targets and</li> <li>• Maintains own clinical expertise and skills.</li> <li>• Attends educational opportunities to enhance and build on knowledge base.</li> <li>• Maintains CPR and First Aid certification</li> </ul>
<b>Cultural Responsiveness</b>	<ul style="list-style-type: none"> <li>• Provides culturally safe and responsive care.</li> </ul>	<ul style="list-style-type: none"> <li>• Creates inclusive environments for diverse populations</li> <li>• Demonstrates cultural competency, safe practice and respect.</li> <li>• Adapts communication and care to meet cultural needs</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicates effectively with patients, whanau and colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses clear, respectful and engaging communication.</li> <li>• Expresses information in a way that is engaging and easy to understand.</li> <li>• Uses communication strategies to support lifestyle and medication changes, aimed at improving health and wellbeing outcomes.</li> <li>• Collaborates effectively with multidisciplinary team members.</li> <li>• Adapts communication to suit diverse audiences and cultural context.</li> </ul>
<b>Professional Integrity</b>	<ul style="list-style-type: none"> <li>• Demonstrates ethical practice and builds trust.</li> </ul>	<ul style="list-style-type: none"> <li>• Acts with integrity and professionalism</li> <li>• Respects confidentiality and patient autonomy.</li> <li>• Builds trust through consistent and respectful behaviour.</li> </ul>

<b>Technical and Clinical Expertise</b>	<ul style="list-style-type: none"> <li>• Maintains up to date knowledge and skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates expertise in long term condition management and disease prevention.</li> <li>• Increases knowledge of and strengthen relationships with regional primary care, community and NGO support services.</li> <li>• Pursues ongoing clinical knowledge, learning and development</li> <li>• Applies knowledge to improve patient outcomes.</li> </ul>
<b>Respect and Trust</b>	<ul style="list-style-type: none"> <li>• Builds trust and demonstrates integrity in all interactions.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently shows respect for others</li> <li>• Builds trust through reliable and ethical behaviour</li> <li>• Maintains confidentiality and professionalism in all settings</li> </ul>
<b>Quality Improvement &amp; Evaluation</b>	<ul style="list-style-type: none"> <li>• Participate in audits, service evaluations, and continuous improvement initiatives.</li> <li>• Contribute to the development of resources, education as well as policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains accurate recording of data of interactions and service coordination provided. e.g., number of enrolments with practices, referrals made etc.</li> <li>• Collects feedback from patient and whanau, ED team, general practice teams on effectiveness of service.</li> <li>• Participates in quality improvement activities.</li> <li>• Participates in policy and procedure development and review.</li> <li>• Analyses service delivery data to identify service improvement opportunities.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that work is completed in a safe environment, and report and work to eliminate, isolate or minimise any hazards</li> <li>• Participate in health and safety management practices for all employees and apply the organisation's health and safety policies and procedures.</li> <li>• Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe.</li> </ul>	<ul style="list-style-type: none"> <li>• The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation.</li> <li>• Recognises individual responsibility for workplace Health and Safety under the Health and Safety at Work Act 2015.</li> <li>• Reports any adverse events in the workplace and participate in any investigation and development of appropriate controls.</li> <li>• Adheres to relevant infection control policies and procedures.</li> </ul>
<b>PERSONAL SPECIFICATIONS</b>		
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Registered Nurse with a current Annual Practicing Certificate</li> </ul>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Recent experience in Secondary care, Primary care or community nursing</li> <li>• Current full, clean Drivers Licence</li> </ul>	

	<ul style="list-style-type: none"> <li>● Current CPR Certificate</li> <li>● Proficient Level on PDRP</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>● Experience in Care Coordination</li> <li>● Strong Communication Skills</li> <li>● Strong relationship and network engagement skills</li> <li>● Project management skills and experience</li> <li>● Knowledge of Healthcare IT Systems</li> <li>● Patient Advocacy Skills</li> <li>● Ability to work independently and is highly motivated within a team environment</li> <li>● Demonstrates resilience to high pressure situations and is able to maintain quality level in demanding situations</li> </ul>

**EMPLOYEE ACCEPTANCE**

This Position Description has been agreed between:

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Management Representative (print then sign)

Date:

and

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Employee (print then sign)

Date: