



# POSITION DESCRIPTION

## Nāhi Atawhai Tangata

### Nurse / Cancer Care Coordinator

#### Taumata Korero | Hauora Hokianga Vision and Values

##### Tirohanga Matua – Our Vision

###### Whānau Oranga

Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga

*achieved through collaboration and service excellence*

##### Ngā Pou Matua – Guiding Principles

To achieve our vision, we are committed to:

- Te Tiriti o Waitangi, the founding covenant of Aotearoa New Zealand,
- Equitable health and wellbeing outcomes,
- Provision of high-quality, integrated, and holistic health and wellbeing services,
- Offering a service with no cost at the point of need.

##### Ngā Whainga Matua – Our Values

###### Rangatiratanga

leadership role modelled at all levels that supports self determination over one's health and wellbeing

###### Manaakitanga

expressed by extending respect, humility, kindness and honesty

###### Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

###### Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

#### Turanga Mahi | The Position

**Reports to:** Primary Healthcare Services Manager

**Job Status:** Permanent / Part-time

**Department/Team:** Primary Healthcare Services – Cancer Care

**Direct Reports:** n/a

**Delegated Financial Authority:** n/a

**Last Updated:** September 2025

##### Position Purpose

The Nāhi Atawhai / Cancer Care Coordinator will provide a clinically effective, safe and supportive service for patients and their families/whānau relating to their care. They will act as the primary contact point and provide effective care coordination for individuals who have cancer, their families/whānau and carers throughout the care pathway. Key to the success of this role will be demonstrating empathy and sensitivity in providing effective, whānau-centered care including the ability to respond in highly complex, sensitive and emotive situations. This position will also develop and deliver strategies that support improved access to screening and population health outcomes.

#### Kawenga Tikanga | Key Accountabilities

Key Result Area	Expected Outcomes
Provide effective supportive care for cancer patients, their families and whānau	<ul style="list-style-type: none"> <li>• Support and respond to individuals their families/whānau affected by cancer and assessment of their needs.</li> <li>• Coordinate or provide support to cancer patients their families / whānau throughout their journey. This may be by phone, or in their homes, either personally, or through volunteers when appropriate.</li> <li>• Provide clear client records are kept detailing interaction between the support coordinator and those seeking or referred for assistance.</li> <li>• Ensure people with cancer and their whānau are referred to appropriate agencies for support according to their individual circumstances.</li> </ul>

	<ul style="list-style-type: none"> <li>• Education or support courses for cancer patients and/or their caregivers, families and whānau is facilitated.</li> <li>• The best outcomes for cancer patients are advocated for.</li> <li>• Whanau feel supported, safe and confident that their Tikanga/cultural needs are met.</li> </ul>
<b>Provide a clinically effective and safe whanau-centred service for patients and their whānau relating to their care.</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with health care teams</li> <li>• Demonstrate effective communication skills that promote collaborative teamwork and enhance partnership among health professions</li> <li>• Act as the primary contact point and provide effective care coordination for individuals who have cancer, their families/whānau and carers throughout the care pathway</li> <li>• Work alongside Clinicians to promote Tikanga Kaupapa Māori practices that will enhance/improve clinician's practices when dealing with Māori/Pasifika patients and whanau</li> <li>• Provide a point for telephone advice and have skills to assess patients via telephone</li> <li>• Ensure agreed goals and outcomes are developed and achieved in partnership with people and whānau</li> <li>• Identify gaps in knowledge, skills and practice and develop a plan to address these.</li> </ul>
<b>Develop and deliver strategies that support improved access to screening and primary and secondary care for Māori</b>	<ul style="list-style-type: none"> <li>• Coordinate and provide support and advocacy for patients through assisting in transport, navigating clinical and specialist appointments, linking patients with other support groups such as cancer society, secondary cancer care, Jim Carney Cancer Treatment Centre and hospice</li> <li>• Support and encourage patient attendance for to regular GP/nurse appointments</li> <li>• Work with the multi-disciplinary Team (MDT) to ensure that timely and acceptable support in partnership with the patient and whanau</li> <li>• Develop point of contacts between hospital and community-based health care and social care professionals to ensure smooth transition and care across the continuum</li> <li>• Ensure there are strong and effective links with community groups and government agencies working in the cancer field are maintained.</li> <li>• Ensure cultural beliefs, wairuatanga (spirituality practices) and support for people and whānau is central to all interventions.</li> </ul>
<b>Identify and coordinate social and support services available to patients and whānau</b>	<ul style="list-style-type: none"> <li>• Assess the needs of patients and/or their families/whānau for assistance, including their capacity to meet their own needs</li> <li>• Refer people with cancer to appropriate agencies, and give support appropriate for their individual circumstances in a timely manner</li> <li>• Provide opportunity to bring services to Hokianga</li> <li>• Encourage clients and whānau to seek support with the appropriate social and financial agencies where they are entitled to other assistance.</li> </ul>
<b>Provide leadership and role model excellence in nursing practice</b>	<ul style="list-style-type: none"> <li>• Identify, lead, participate in or contribute to inter-professional collaborative practice initiatives such as patient conferences, MDT meetings, case review, family/whānau hui to support whānau involvement in decision making, shared care and discharge planning</li> <li>• Demonstrate clinical and professional leadership through effective teamwork and collaborative relationships</li> <li>• Communicate effectively in highly complex, sensitive and emotive situations</li> <li>• Role model advanced therapeutic communication, engage people and whānau in care planning for self-care, improving knowledge of cancer disease, self-management, prevention of complications and promotion of recovery</li> <li>• Provide guidance in nursing practice that is consistent with the principles of the Treaty of Waitangi and Pae Ora framework.</li> <li>• Lead/contribute/collaborate in quality &amp; care improvement processes, risk management and resource utilisation review, including trending and auditing and developing appropriate responses – educational, policy, advisory at patient, nurse and system level.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assess for and respond to variables that influence equity of health outcomes.</li> </ul>
<b>Enhance the client experience</b>	<ul style="list-style-type: none"> <li>• Identify efficiencies through new and innovative ways of working, improve quality of care and patients experience</li> <li>• Develop and maintain relationships to ensure clients has a positive experience</li> <li>• Connect clients and whanau to services in a timely manner</li> <li>• Support whanau to establish on-going relationships with External stakeholders - local GP's &amp; practice nurses, local Te Whatu Ora staff, Hospital oncology nurses, Community Health workers, Hospice staff, Lions Lodge, Māori health providers, and other professional Health and social service groups.</li> </ul>
<b>Improve population health outcomes</b>	<ul style="list-style-type: none"> <li>• Provide patient education to people with cancer disease, to improve patient outcomes and gain participation with their treatment.</li> <li>• Coordinate targeted Health Promotion events in collaboration with Health Promotion colleagues and partners</li> <li>• Provide opportunities to speak to community groups about support service activities to increase awareness and share information to improve health literacy and patient choice</li> <li>• Promote screening participation by working with communications staff to actively advocate using social media, radio and newsletters</li> <li>• Ensure cancer information resources are readily accessible for clients and their whanau across the rohe and relevant to the needs of Māori.</li> <li>• Support other staff in the management of people with cancer disease</li> <li>• Act as a nursing resource providing expert advice and education to nursing staff and health care professionals, family/whānau within the scope of cancer nursing, demonstrating skilled mentoring/coaching, teaching and supervision.</li> </ul>
<b>Health, Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Demonstrate a good understanding of Health and Safety in the healthcare environment.</li> <li>• Manage own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.</li> <li>• Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting.</li> <li>• Seeks to prevent potential hazards in the work environment.</li> <li>• Report all incidents/accidents, including near misses in a timely fashion.</li> <li>• Knows locations and current functioning of emergency equipment.</li> <li>• Makes prompt arrangements for structural and equipment defects to be repaired.</li> </ul>

## Kawenga Matauranga | Knowledge, Skills and Experience

### Qualifications

- Registered Nurse with current Annual Practicing Certificate
- Relevant Post Graduate/Masters Qualification (or working towards in agreed timeframes)
- Proficient/Expert RN PDRP (desirable)
- Current driver's licence

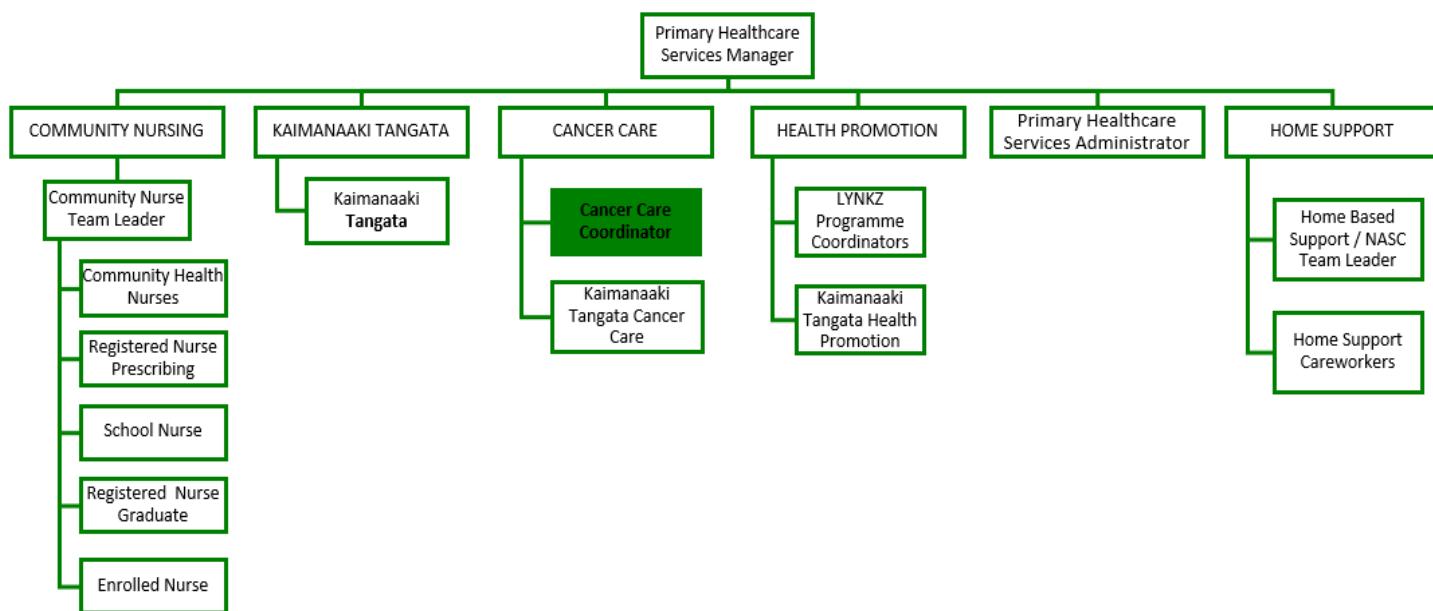
### Knowledge, Skills and Experience

- 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
- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā
- Demonstrated knowledge and understanding of Māori culture and issues affecting Māori communities and whānau
- Minimum of three years post registration, with contemporary current practice in care of patients receiving cancer treatment/care
- Consistently demonstrates/displays all expert RN competencies

- Is seen as highly effective, progressive and knowledgeable
- Personable and friendly, relates well to people
- Builds an effective level of rapport within a short period of time
- Reads situations effectively and tailor responses to reflect the needs of the situation
- Effectively communicates in situations requiring tact and diplomacy
- Able to communicate complex and involved (e.g. technical, medical) ideas to others
- Able to identify and proactively manage tension between people
- Able to influence individuals or small groups of people in relation to straightforward/non-contentious issues
- Able to negotiate and obtain buy-in
- Excellent communication skills with the knowledge and empathy for biculturalism. Verbal and written communication skills to suit a range of contexts and audiences.
- Computer literacy - including a good working knowledge of the Microsoft office suite of products including MS Word and Excel
- People focused with a positive and caring nature and personal commitment to enhancing the wellbeing of people with cancer and their families.
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others.
- Ability to act with sensitivity regarding rights to privacy and confidentiality.

## Kawenga Whanaungatanga | Relationships

### Your place in Hauora Hokianga



### Key Internal Relationships

- Primary Healthcare team
- Community Nursing team
- Other managers and staff

### Key External Relationships

- Other agencies working with cancer patients and their whanau
- Groups, whānau and individuals from the community
- Specialists/Secondary clinicians
- National Transport Assistance service (NTA)
- Health and Social support services (WINZ)

## Tuhinga Whakaae | Acknowledgement and Approval

### Organisational Requirements

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga's strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga's policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and experience required will be reviewed in line with performance review and development process unless required earlier.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_