

## JOB DESCRIPTION

<b>POSITION</b>	Clinical Services Team Leader
<b>BUSINESS UNIT</b>	Clinical Services
<b>RESPONSIBLE TO</b>	Executive Medical Director/General Manager – Clinical Services
<b>LAST UPDATED</b>	August 2025

### Our Vision

We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

### Our Purpose

Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

### Our Values



## JOB PURPOSE

As Clinical Services Team Leader, you will play a pivotal role in ensuring that Wellington Free Ambulance (WFA) continues to set the standard for world-class, patient-centred care, translating clinical governance into clinical practice.

The primary purpose of this role is to bridge the gap between Clinical Services and clinical practice at the frontline level. This will be accomplished through the development of a clinical coaches programme that will champion, develop, and promote clinical excellence strategies and programs through integration across Clinical Services and the patient-facing staff.

This work will enhance clinical practice in alignment with WFA policies, national guidelines, and the organisation's expectations, all with the goal of improving patient outcomes by striving for clinical excellence.

## **JOB SCOPE**

As Clinical Services Team Leader you will lead and support a team of clinical coaches, fostering a culture of continuous learning, reflective practice, and operational alignment across the service. Your role is pivotal in driving clinical excellence and maintaining high standards of patient care, creating a feedback mechanism between patient-facing staff and Clinical Services.

The Clinical Services Team Leader will work across operational teams, Clinical Services and Clinical Governance to integrate clinical coaches into broader organisational clinical initiatives. They will be a direct point of contact between the medical directors and patient-facing staff.

## **CONTEXT THAT THIS ROLE OPERATES WITHIN**

### **Organisational perspective**

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over \$7 million each year through fundraising to ensure WFA services can remain free of charge.

### **Business Unit Perspective**

Clinical Services operates on a foundation of positive clinical culture built around:

- A "Just Culture". This is an organisational approach that balances accountability with system-wide learning – focusing on understanding about what went wrong and to remedy this so that we can improve for the future. It encourages reporting, reflection, and improvement rather than blame.
- Shared values of patient safety and care excellence.
- Regular clinical coaching, support, feedback, and reflective learning.
- Data-driven governance and flexible protocol adherence.
- Empathy, recognition, and wellbeing for paramedics and clinical staff.

This culture drives safer patient care, engaged clinical teams, and ongoing improvement across the ambulance service. It leads to safer, more effective patient care, and a workplace where clinicians feel valued, engaged, and motivated to continuously improve.

## KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
<b>Leadership &amp; Operational Performance</b>	<ul style="list-style-type: none"> <li>• Act as a trusted and visible clinical leader across the ambulance service, providing guidance and oversight.</li> <li>• Help design and establish the Clinical Coaches Programme with other members of Clinical Services team and operational leadership.</li> <li>• Lead and mentor the Clinical Coaches, promoting ongoing professional development and reflective clinical practice.</li> <li>• Collaborate with other members of Clinical Services and other departments as needed to implement and oversee strategic clinical programmes aimed at enhancing clinical culture and excellence across the organisation.</li> <li>• Work with the Clinical Governance team to track clinical performance, identify trends, and drive evidence-based improvements in patient care and operational efficiency</li> <li>• Work with the Clinical Governance team to ensure recommendations from clinical audits are translating to clinical practice.</li> <li>• Collaborate with stakeholders at all levels to ensure robust clinical governance, quality assurance, and performance monitoring is embedded into clinical practice.</li> <li>• Assist Clinical Education in creating and managing individualised learning plans for staff requiring knowledge and/or skill remediation.</li> <li>• Oversee and support specialist learning and development programmes in conjunction with the Learning, Education and Development (LED) team to ensure alignment with clinical standards and best practice.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Focus on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• Support tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of healthcare.</li> <li>• Commit to helping all people achieve equitable health outcomes. Demonstrate critical consciousness and ongoing self-reflection and self-awareness in terms of how their own culture impacts patient interactions and service delivery.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• Model good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best. Collegially support others to do the same.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Take responsibility to ensure appropriate risk reporting management and mitigation activities are reported.</li> <li>• Ensure compliance with all relevant statutory, safety and regulatory requirements.</li> <li>• Understand and operate within financial and operational delegations</li> <li>• Provide regular updates to the Executive Medical Director/General Manager Clinical Services regarding clinical performance, staff development, and key improvement initiatives.</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> <li>Advise the Clinical Leadership Group regarding clinical practice changes, training needs, and performance interventions, ensuring alignment with best practices and organisational goals.</li> <li>Develop and execute strategic plans for improving clinical standards, ensuring alignment with organisational goals.</li> <li>Provide support to the Executive Medical Director/General Manager Clinical Services in achieving KPIs</li> </ul>
<p><b>Model Professional Paramedic Practice</b> Works as a highly proficient/expert paramedic to model best practice in assessment, care planning, and evaluation of effectiveness.</p>	<ul style="list-style-type: none"> <li>Role model use of policies, procedures and professional standards of practice.</li> <li>Have clinical insight into and background knowledge of current research projects and clinical initiatives at WFA.</li> <li>Attend and actively contribute to meetings.</li> <li>Has a working knowledge of WFA systems and processes to promote a safe environment for patient care.</li> <li>Demonstrate the ability to apply te Tiriti o Waitangi into paramedic practice</li> </ul>
<p><b>Champion Clinical Excellence</b> Maintains a current and thorough knowledge base which serves as a clinical resource for staff members</p>	<ul style="list-style-type: none"> <li>Promote evidence-based clinical practice with up-to-date knowledge of current research relating to clinical progression and improvement.</li> <li>Maintain current ATP requirements and skill knowledge.</li> <li>Actively engage in extra opportunities for clinical learning and professional development.</li> <li>Engage in additional training and/or research as required.</li> </ul>
<p><b>Support Clinical Governance</b> Attends all relevant clinical governance meetings and training and works alongside the Clinical Governance team to support initiatives and ensure alignment within clinical governance framework.</p> <p>Work alongside the medical directors to deliver clinical improvement initiatives.</p>	<ul style="list-style-type: none"> <li>Oversee and implement clinical improvement programs aimed at enhancing patient outcomes and operational efficiency.</li> <li>Review and assess clinical data to ensure compliance with best practices, safety standards, and regulatory requirements.</li> <li>Ensure adherence to clinical protocols, safety standards, and legal requirements.</li> </ul>
<p><b>Clinical Education and Skill Development</b> Works alongside Learning Education and Development (LED) to improve overall clinical care and practice.</p> <p>Supports and demonstrates best practice for any new clinical approach, skill or knowledge as introduced by the LED team.</p> <p>Identifies areas for ongoing development for all clinical staff and ensures this is communicated to the LED team to enable continuous improvement.</p>	<ul style="list-style-type: none"> <li>Advocate for and identify areas for improvement and learning where relevant.</li> <li>Support the development and administration of individualised learning plans to enable staff to improve clinical practice.</li> <li>Work with the LED team to ensures all learning and development programs are appropriately designed and applicable for on-road staffing requirements.</li> <li>Provide evidence-based feedback to the LED team on capability gaps and trends to identify ways to improve training.</li> <li>Support LED with the on-the-job measurement and evaluation of learning to ensure continuous improvement of WFA's approach to learning.</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
<b>Other Organisational Responsibilities</b> Adheres to all organisational policies, procedures, standards and practices	<ul style="list-style-type: none"> <li>Act only in ways that advances WFA's objectives, values and reputation.</li> <li>Conduct any other duties, consistent with skills and experience, as directed by their line manager.</li> </ul>
<b>Living WFA's values</b> WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us.	<ul style="list-style-type: none"> <li>Be authentic, original, true   Mā pango mā whero ka oti te mahi</li> <li>Act with kindness   Aroha atu, aroha mai</li> <li>Lead by example   Mahia te mahi, hei painga mo te iwi</li> <li>Keep getting better together   Whaia e koe te iti kahurangi</li> </ul>
<b>Health and Safety</b> Complies with responsibilities under the Health & Safety at Work Act 2015.  In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace.	All employees are responsible for: <ul style="list-style-type: none"> <li>Working in a safe manner to prevent risk of harm to themselves, others, or the environment.</li> <li>Complying and cooperating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements.</li> <li>Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures.</li> <li>Participating in incident investigations and taking an active role in rehabilitation following an injury or illness.</li> <li>Alerting managers and health and safety representatives to any observed unsafe behaviours or situations.</li> <li>Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.</li> </ul>

## RELATIONSHIPS AND DELEGATIONS

<b>REPORTING STRUCTURE</b>	<b>Manager:</b>	Executive Medical Director/General Manager Clinical Services
	<b>Peers:</b>	<ul style="list-style-type: none"> <li>Team Manager - Clinical Education</li> <li>Team Manager - Academic Partnerships</li> <li>Clinical Governance Manager</li> <li>Patient Safety Manager</li> </ul>
	<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>Clinical Coaches</li> </ul>
<b>KEY RELATIONSHIPS</b>	<b>Internal:</b>	<ul style="list-style-type: none"> <li>Clinical Leadership Group</li> <li>Clinical Governance team</li> <li>Clinical Educators</li> <li>Shift Managers</li> <li>WFA Medical Directors</li> <li>WFA staff and volunteers</li> </ul>
	<b>External:</b>	<ul style="list-style-type: none"> <li>Patients</li> <li>Other Emergency Services</li> <li>External Stakeholders</li> <li>Students</li> </ul>
<b>DELEGATIONS &amp; AUTHORITIES</b>	<b>Delegation Level:</b>	As per the delegations letter (if any) agreed with you in writing during your employment, and subject to CEO approval at all times

## CAPABILITY PROFILE

### Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
<b>Instils Trust</b>	<ul style="list-style-type: none"> <li>Follows through on commitments</li> <li>Is seen as direct and truthful</li> <li>Keeps confidences</li> <li>Practises what he/she preaches</li> <li>Shows consistency between words and actions</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>Relates comfortably with people of different levels, functions, cultures and locations</li> <li>Acts with diplomacy and tact</li> <li>Builds rapport in an open, friendly and accepting way</li> <li>Builds constructive relationships with people both similar and different to self</li> <li>Picks up on interpersonal and group dynamics</li> </ul>
<b>Staff Focus</b>	<ul style="list-style-type: none"> <li>Gains insight into staff needs.</li> <li>Identifies clinical, individual, and operational opportunities that benefit staff.</li> <li>Builds and delivers solutions that meet staff expectations.</li> <li>Establishes and maintains effective staff relationships</li> <li>Contributes to a work climate where differences are valued and supported</li> </ul>
<b>Being Resilient</b>	<ul style="list-style-type: none"> <li>Is confident under pressure</li> <li>Handles and manages crises effectively</li> <li>Maintains a positive attitude despite adversity</li> <li>Bounces back from setbacks</li> <li>Grows from hardships and negative experiences</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Makes sound decisions, even in the absence of complete information</li> <li>Relies on a mixture of analysis, wisdom, experience and judgement when making decisions</li> <li>Considers all relevant factors and uses appropriate decision-making criteria and principles</li> <li>Recognises when a quick decision is required</li> </ul>
<b>Demonstrates Self-Awareness</b>	<ul style="list-style-type: none"> <li>Reflects on activities and impact on others</li> <li>Proactively seeks feedback without being defensive</li> <li>Is open to criticism and talking of shortcomings</li> <li>Admits mistakes and gains insight from experiences</li> <li>Knows strengths, weaknesses, opportunities and limits</li> </ul>
<b>Communicates Effectively</b>	<ul style="list-style-type: none"> <li>Attentively listens to others</li> <li>Adjusts to fit the audience and the message</li> <li>Provides timely and helpful information to others across the organisation</li> <li>Encourages the open expression of diverse ideas and opinions</li> <li>Is effective in a variety of communication settings</li> </ul>
<b>Situational Adaptability</b>	<ul style="list-style-type: none"> <li>Picks up on situational cues and adjusts in the moment</li> <li>Readily adapts personal, interpersonal, and leadership behaviour</li> <li>Understands that different situations may call for different approaches</li> <li>Can act differently depending on the circumstances</li> </ul>
<b>Te Tiriti o Waitangi and Cultural Expertise</b>	<ul style="list-style-type: none"> <li>Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work</li> <li>Applies tikanga in relevant work situations</li> </ul>



CORE COMPETENCY	KEY BEHAVIOURS
<b>Cultural Competencies</b>	<ul style="list-style-type: none"> <li>Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. There is an expectation of continued learning and development of all staff in this area.</li> </ul>

## OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

### Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Have an ATP at specialist level (Critical Care Paramedic or Extended Care Paramedic) for a minimum of two years</li> <li>Demonstrated competence and experience in a frontline ambulance or prehospital emergency care environment</li> <li>Proven team player and contributor to a positive team environment</li> <li>Able to champion and model clinical excellence in ways that motivate operational team members</li> </ul>	<ul style="list-style-type: none"> <li>Approachable with excellent communication skills</li> <li>Self-motivated and committed to professional development and best practice</li> <li>Ability to self-manage, prioritise tasks, and work independently in a dynamic environment.</li> <li>Previous leadership experience in operational, educational and/or clinical roles.</li> <li>Experience in managing change within clinical or operational teams.</li> <li>An understanding of clinical governance frameworks, healthcare regulations, and safety standards, with the ability to ensure compliance across all levels of the organisation.</li> <li>Familiarity with Wellington Free Ambulance practices and operations.</li> </ul>

### Professional Qualifications / Accreditations / Registrations

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Postgraduate degree in health care or paramedicine.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of continued professional development through additional training and/or learning opportunities</li> <li>Previous experience with facilitating adult learning and/or self-reflection.</li> </ul>

### Hours of work

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time.

### Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.