pathways
ahakoa te aha

real
ahakoa te aha

Position Description

Registered Nurse

Last Revised Date: September 2026

About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing. Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors. We truly value the expertise lived and living experience (LLE) brings to our organisation. We have a long history of working with those with LLE, including the development of a large Peer workforce, practicing across many regions and services.

Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.

Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create new opportunities for the wellbeing of people, vulnerable populations, organisations, and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the Group.

Position

Reports to:	Team Coach
Location:	Various locations across Aotearoa New Zealand
Purpose:	Actively assist people using Pathways' services to reach and maintain optimum wellbeing through a model of empowerment. Provide effective support, education and clinical expertise to Pathways employees, tāngata whai ora or taiohi and whānau, ensuring best practice and internal and external standards are met or exceeded. As a Registered Nurse you will establish and maintain a therapeutic partnership with tāngata whai ora, taiohi and their whānau to achieve optimum health and well-being through appropriate assessment, critical analysis of clinical information, clinical reasoning, care planning, intervention, evaluation, and education. Also**,** to contribute to the ongoing improvement of the Service and Mental Health Nursing by participating in the development and delivery of quality enhancement initiatives alongside the Health Care Team.
Relationships (Internal):	Pathways employees, Wise Group employees
Relationships (External):	Tāngata whai ora or taiohi (people using Pathways and Real services) and their whānau (families and support people), Te Whatu Ora and Te Aka Whaiora, other key stakeholders, external suppliers, Government agencies, and community agencies.

Ohia nui Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them



Wairua

Spirit

Ahakoa te aha
Whatever it takes



Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainablility influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

Tūmanako tangata

Character Attributes

Aroha *Loving*
Whakahonohono *Connected*
Harikoa *Joyful*
Tika *Authentic*
Manako *Hopeful*
Māia *Courageous*
Māhorahora *Generous*
Pou Piripono *Reliable*



Aronga matua

Focus

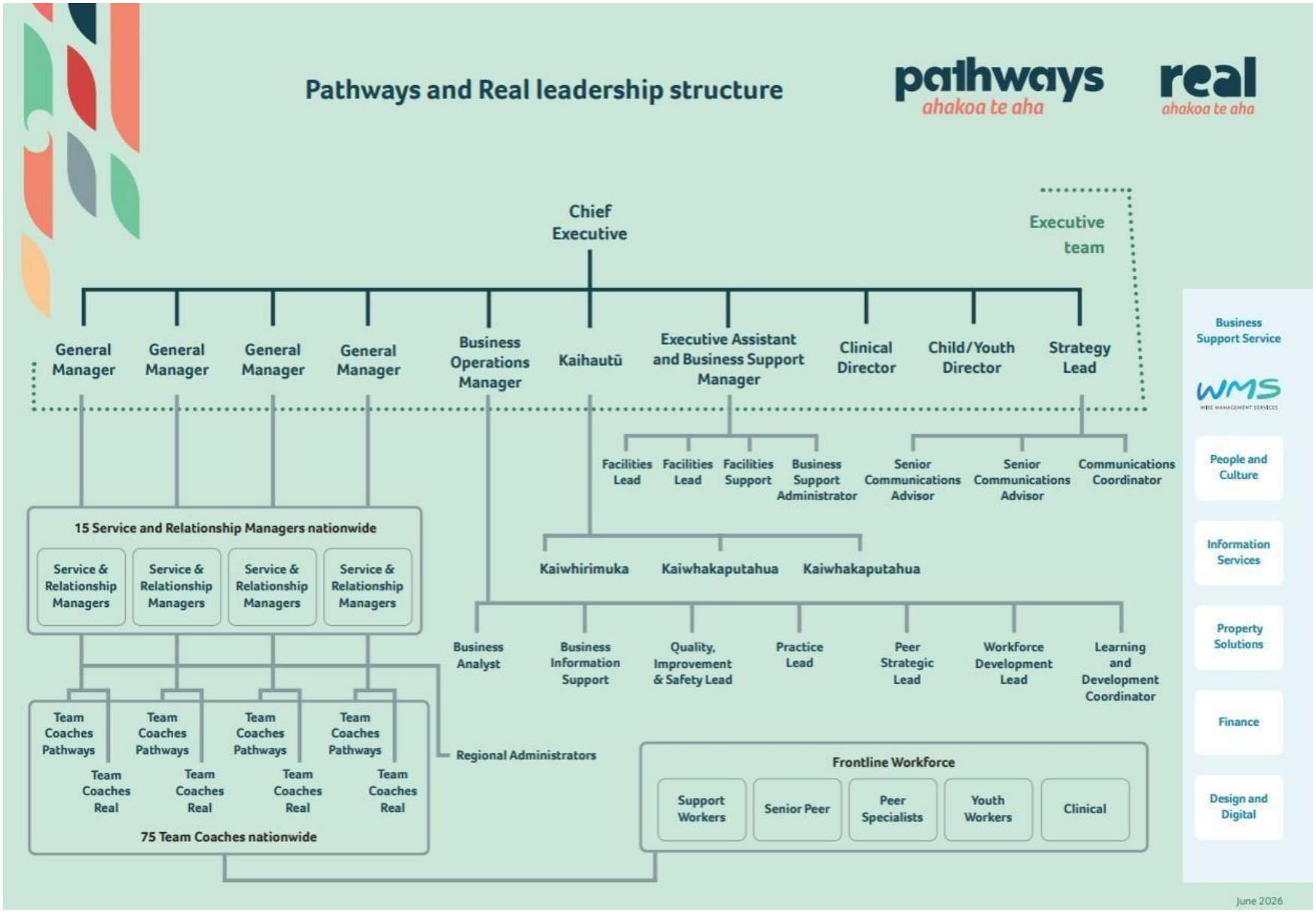
Front of mind, every day

Wero nui

Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

pathways
ahakoa te aha



pathways ahakoa te aha

Requirements of the position

Focus	Activities	Outcomes
Assist individuals to reach and maintain optimum physical, emotional, and spiritual wellbeing through a model of empowerment	• Ensure individual support/goal plans are developed and constantly reviewed in collaboration with all support stakeholders, incorporating person's physical, emotional, and spiritual aspirations. • Respond positively to people's strengths and celebrate achievement with the team and whai ora or taiohi through constant positive feedback. • Communicate effectively with whai ora or taiohi to obtain feedback regarding their overall service satisfaction. Strive for improvement by implementing innovative ideas and solutions following feedback. • Role model a focus on inspiring wellbeing and working to deliver innovative, responsive, high-quality services always. • Develop effective and versatile methods of communication to ensure staff are aware of and give consideration to people's needs. • Ensure activities for people using Pathways' services are carried out as negotiated and are of a high standard, by actively assisting as required. • Ensure that service provision has a whānau focus and that whānau engagement happens in your practice and service. • Ensure that service provision is documented in a timely manner and to a high standard that honours the voice and experiences of people using services.	• Goal plans reflect consideration of physical, emotional, and spiritual wellbeing. • Goal plans are developed collaboratively and well documented within Recordbase. • Whānau engagement is high. • Achievements are celebrated. • Clinical records of service provision are of a high quality and other staff in the service are supported to document service provision to a similar standard.
Provide high quality Nursing services	• Uses nursing knowledge and skills to assess, plan, implement, monitor, and evaluate tāngata whai ora/taiohi/whānau health needs. • Provides direct nursing care for whai ora or taiohi to achieve best health outcomes. • Evaluates service user outcomes and reports variance to clinical pathway or best practice guidelines. • Educates and provides information to whai ora/taiohi/whānau to improve knowledge of illness, self-management and prevention of complications and promotion of recovery. • Contributes to effective discharge planning and/or referral processes to	• Contributes to evidence-based practice for nursing within the in the community and other health settings. • Clinical nursing practice is evaluated for effectiveness, efficiency, and safety. • Practice is in accordance with legal, ethical, cultural safety and professional standards. • Clinical expertise and knowledge in mental health and addiction is proactively maintained and developed.

	health care providers and support agencies to meet identified health needs. • Document assessments of service user's health status and response to interventions and other treatments. • Applies diagnostic reasoning and professional judgement to practice issues/decisions. • Role models culturally safe practice. • Fosters the provision of positive tāngata whai ora and taiohi outcomes, person and whānau-centered care. • Participation in clinical supervision.	
Support the operational management of the service in conjunction with the Team Coach	• Support the effective day to day running of services, in collaboration and coordination with team coach or service and relationship manager. • Develop and maintain collaborative, communicative relationships with external services. • Ensure medication is managed in accordance with current Pathways policies and any medication errors are promptly brought to the attention of the Team Coach • Ensure standard operational matters in regard to external agencies are dealt with in a professional and timely manner. Any complex issues are dealt with in conjunction with the team coach or service and relationship manager. • Using Power BI, making sure that service information intelligence is used to understand and improve service delivery. • Provide effective after-hours/on call support for employees and people using Pathways services, as required. • Demonstrates commitment to quality improvements, risk management and resource utilisation.	• People using Pathways' and Real services are well supported by all team members. • The operational activities of teams that relate to service provision are well achieved. • Organisational risk is identified and minimised.
Provide support and education to other team members to ensure service delivery is innovative, responsive and of a high quality - provided in accordance with current best practice, professional	• Attend and provide clinical expertise to service review meetings, ensuring employees receive appropriate support/education with a clinician in attendance. • Provide accurate and clear information to employees on current best practices that focus on recovery. • Emphasise the development of individual responsibility and for self-care and personal wellbeing.	• Education is provided to staff in models that focus on recovery and wellbeing. • Attention is paid to own learning and sharing of information with staff and people using Pathways or Real Services. • On-call duties across services are delivered to a high standard.

competencies, and relevant internal and external standards	• Ensure personal knowledge is up-to-date and seek opportunities to share knowledge with whai ora, taiohi and other employees, ensuring knowledge inspires and empowers others. • Monitor all procedures in relation to clinical work to ensure the activities continue to meet organisational needs. Any improvement which can be made to existing procedures will be documented in an improvement request or discussed with the Team Coach. • Develop and implement innovative quality improvements to ensure the service offered is highly regarded at all times. • Provide effective on-call assistance as scheduled.	
Develop effective networks to ensure the service user pathway is seamless	• Ensure referrals are managed to completion and information required at referral is complete and entered into our client information management system. • Develop and maintain effective relationships with GPs, community agencies, Kaupapa Māori and Iwi services, Te Whatu Ora inpatient and Community Mental Health Teams, and whanau. • Use strong relationships and networks to deliver collaborative and effective services. • Actively contribute to the coordination of excellent internal service delivery by attending and actively participating in management meetings, team meetings and clinical care and other meetings as required. • Ensure the service offered has a focus on community engagement and social inclusion.	• All procedures regarding referral and assessment are undertaken in a timely manner. • Seamless service delivery occurs by ensuring all key support people are kept fully informed of all relevant information.
Relationship and network development	• Build direct relationships with Pathways stakeholders. • Maintain positive relationships with Wise Group staff and other Group members to support quality service delivery, and synergy across the group. • Work in partnership with others to supplement information which is already available. • Consult and engage across all areas in the organisation, mental health and addiction sector and other relevant forums to promote integrated and collaborative service provision.	• Strong, effective, and continuing relationships increase the impact of your practice and of service provision.

Contribute to the ongoing success of Pathways and Real including reputation for excellence and innovation	• Always represent Pathways and Real in a professional manner. • Ensure employment policies and procedures are followed. • Provide positive and effective participation and collaboration with other Pathways employees. • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.	• Actively live Pathways' and Real values & philosophies.
Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and being mindful of the cultural diversity of our communities	• Demonstrate knowledge and application of the articles of Te Tiriti. • Undertake all interactions in a respectful and culturally appropriate and sensitive manner. • Seek guidance regarding tikanga and culturally specific models, approaches, and behaviors from appropriate sources.	• Demonstrates behaviour that recognises and is consistent with equity principles and practices. • Proactively provides service provision to Māori whānau. • Builds competence in working with Māori whānau. • Contributes to a positive team environment.
Provision of other related duties within capability, as assigned by your manager	• Performs other related duties within individual's capability as assigned by your manager.	• "Can do" attitude - operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.
Be your very best	• Plan regular uninterrupted times to meet with your manager to review your 90-day plan and seek feedback on performance. • Actively attend and participate in regular coaching with your manager. • Actively develop personal leadership skills. • Develop a learning and personal development plan with your manager and implement this plan as agreed. • Meet the requirements for your continued registration with your professional body. • Share knowledge gained from professional development experiences. • Role model a healthy lifestyle.	• You are well prepared for any forums and meetings, sharing what's working and bringing ideas for continual improvement. • Your skills are current, and your innate curiosity means that you are always seeking new learning opportunities. • You demonstrate behaviour that is consistent with equitable practices. • Your annual practicing certificate remains current.
Think and Act as One	• Participate in creating a culture of think and act as one • Actively participate in and contribute to national leadership forums and regional meetings. • Represent Pathways, Real and the Wise Group in a professional manner at all times. • Provide positive and effective participation and collaboration with other parts of the Wise Group	• The Wise Group based services feel connected to each other's work and each other. • You are highly regarded for your contribution regionally to the organisation. • The service continually repositions itself to meet perceived future need. • Projects and tasks are completed within agreed

	• Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.	timeframes to agreed standards.
Be committed to safety and wellness in the workplace	• Take responsibility for personal wellbeing and health management within the workplace. • Comply with legal obligations and safety and wellbeing policies and procedures. • Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure. • Be committed to safety and wellbeing by following the Wise Group roles and responsibilities.	• Work practices are safe for self and others. • Policies and procedures are understood and followed as designed. • All safety and wellbeing reportable events are accurately reported within specified timeframes.

Accountabilities

Authority	• Financial – Nil • Operational - Nil
Direct Reports	• Nil

Know how

	Essential	**Preferred**
Practical and Technical Knowledge	• NZ Registered Nurse with a current annual practicing certificate within mental health scope of practice. • Demonstrated commitment to continuing personal and professional development within RN scope of practice. • The Registered Nurse practicing in Mental Health will meet the competency requirements of the NCNZ.	• Post graduate mental health qualification or equivalent. • Innovative and a problem solver.

	• Excellent written and verbal communication skills • Attention to detail, particularly with regard to written documents. • Excellent time management, organisation, and file maintenance • Actively communicates outcomes or progress. • Demonstrated capability in working with Māori whānau. • Full, clean NZ driver's license	
Experience	• Knowledge of mental health nursing theory, practice, legal boundaries, and ethical concerns. • Working knowledge of Microsoft Office suite, including MS Teams and Sharepoint.	• Minimum three years' experience working in mental health. • Demonstrates knowledge of Mental Health Act. • Ability to learn new computer programmes and skills. • Delivering support to reduce health inequities for Māori.