

Position Description | Te Whakaturanga o Mahi
Health New Zealand | Te Whatu Ora

Title	Orthoptist		
Reports to	Allied Health Clinical Team Leaders for Ophthalmology		
Location	Manukau Superclinic		
Department	Ophthalmology		
Direct Reports	Nil	Total FTE	1.0 Permanent
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	10/06/2025		
Job band (indicative)			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- To provide client- and whānau-centred Orthoptist services as an autonomous practitioner within the Ophthalmology team.
- To deliver accurate, efficient, and evidence-based assessment, diagnosis, and management of a range of ophthalmic conditions, tailored to the individual needs of both adult and paediatric orthoptist patients.
- Contribute to the education of undergraduate Orthoptists, Optometrists, and other healthcare professionals
- Participates in clinical audits and is accountable for maintaining ongoing professional development.
- As part of the Auckland regional service strategy, the position may include providing care across multiple sites within Counties Manukau and the wider Northern Region

Specific objectives for your role will be agreed separately with your Allied Health Clinical Lead or Line Manager as part of your annual performance planning process.

Key Result Area	Expected Outcomes / Performance Indicators for Orthoptist position
Clinical Practice	<ul style="list-style-type: none"> • Provide assessment, diagnose and evidence-based management for new and follow up paediatric and adult patients with ocular motility and visual development deficits referred to the ophthalmology service. • Conduct Orthoptist-led clinics, collaborate in linked clinics (e.g. Optometrist-Orthoptist) and support consultant clinics. • Perform a range of visual function tests and assess pre-operative and post-operative measurements for strabismus surgery. • Develop and manage evidence-based, individualised programme of care using clinical reasoning and best practices. • Grade Paediatric and Orthoptist referrals appropriately. • Report and communicate test results in a timely manner. • Consult with clinicians on abnormal findings to ensure safe and timely clinical outcomes. • Maintain a clinical caseload as agreed with the Line Manager • Make appropriate clinical judgement concerning patient discharge planning. Including timing of discharge and preparing reports for GPs and Optometrists. • Uphold legal, ethical, and cultural standards in all patient interactions.
Providing Care Delivery	<ul style="list-style-type: none"> • Ensures documentation is accurate and maintains confidentiality of information within a legal/ethical framework. • Provide high-quality, patient-centred care, including administrative support and telephone / email enquiries related to the orthoptist / paediatric service. • Manage patient complaints in a timely, professional manner with a focus on resolution and service improvement. • Communicate clearly and empathetically with patients, whānau, staff, and external providers. • Recognises and values the roles and skills of all members of the health care team and their delivery of care. • Deals with patient complaints in a customer focussed and effective manner to a timely and appropriate resolution. • Model evidence-based care, supporting peers, and promoting resilience and wellness.

	<ul style="list-style-type: none"> Collaborate with ophthalmologists, optometrists, nurses, ophthalmic technicians, Allied Health leads and administration staff to ensure optimal service delivery.
Resource Management	<ul style="list-style-type: none"> Works collaboratively with the team to ensure efficient and appropriate management of available resources Effectively manages day to day trouble shooting and problem solving as issues arise Prioritise tasks to ensure high-quality, timely care while maintaining accurate documentation. Support efficient business performance by aligning with established structures, systems, and policies.
Quality Improvement	<ul style="list-style-type: none"> Participate in service audits, maintain and update clinical databases, and contribute to departmental statistics. Attend Department meetings and support continuous service improvement aligned with organisational quality frameworks. Identify and respond appropriately to unsafe practices. Lead or participate in local, regional, and national educational events and initiatives. Contribute to planning and implementing audits, research, and quality improvement activities.
Professional Development	<ul style="list-style-type: none"> Maintain clinical competencies and meet all professional, legal, and registration requirements (e.g. HPCAA, NZOSI). Engage in continuing professional development including courses, conferences, and postgraduate study. Participate in journal clubs, clinical meetings, staff and student training programmes, and presentations of complex or interesting cases. Share newly acquired knowledge with ophthalmology colleagues and integrate current research into practice. Participate in performance review processes and adhere to supervision policies.
Key Result Area	Expected Outcomes / Performance Indicator for all Counties Manukau Employees
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.

Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Utilise Information Technology	<ul style="list-style-type: none"> • Demonstrate ability to access and use available clinical information systems. • Is conversant with applications required for specific discipline/role. For example, i.PM, Clinical Portal, Outlook, etc. • Maintains own professional development by attending relevant IT educational programmes.
Recordkeeping	<p>Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.</p>

Matters which must be referred to the Allied Health Clinical Team Leaders

- Significant quality or safety issues or serious clinical standards failure
- Risk of/serious performance/professional standards and disciplinary issues
- Any matter that may affect the reputation of the service or organisation

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and their families • General Practitioners • ACC • Community Agencies 	<ul style="list-style-type: none"> • Director of Allied Health and Clinical Head of Department • Service Manager • Allied Health Clinical Team Leads for Ophthalmology • Clinical Nurse Manager • Ophthalmologists • Ophthalmic Technicians • Optometrists • Orthoptists • Nursing Staff • Booker/Scheduler • Theatre Coordinators • Clinic staff • Interpreters

- Clinical Records
- Team Secretaries
Service Coordinators

About you – to succeed in this role

You will have

Essential:

Qualifications and Experience:

- Orthoptist with relevant tertiary qualification from an International Orthoptic Association (IOA) or associate member country
- Minimum of 2 years' recent experience post registration

Skills, knowledge and behaviours:

- High level of written and verbal communication.
- Attention to detail
- Priority setting/time management.
- Problem solving/planning
- Conflict management skills.
- Ability to work both independently and as a team member
- Computer literacy skills.

Personal Qualities:

- Personal sincerity and integrity.
- A high level of personal ethical standard
- High levels of initiative and motivation, and a willingness to generate quality outputs.
- A high standard of personal work ethic; time management skills; the ability to work autonomously.
- Demonstrable commitment to the service ethos.
- Personal maturity.
- Ability to operate in a team environment.
- Commitment to on-going education/professional development.
- Quality and continuous improvement orientation.

Desired:

Post-graduate qualification or equivalent
Minimum of 3 years' recent experience post registration.

You will be able to

Essential:

- Demonstrate an 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.
- Take care of own physical and mental wellbeing, and have the stamina needed to 'go the distance.'
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

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.