

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Manager		
Reports to	Service Manager, Community Care & Rural Hospital		
Location	Nelson/Tasman/Wairau		
Department	Needs Assessment Service		
Direct Reports	35	Total FTE	29.59
Budget Size	Opex	\$2,254,984	Capex
Delegated Authority	HR		Finance
			\$25K
Date	December 2025		
Job band (indicative)	22		

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 provide leadership and management of the Needs Assessment Service to support co-ordinated care delivery to people and whanau in our communities. The focus is on ensuring those with complex social, physical, mental health, age related and/or disability needs received optimal co-ordinate care to support their care needs and live their best lives. This will encompass both the current Health of Older People and Disability NAS's and the CCC function.

Key Result Area	Expected Outcomes / Performance Indicators
Service Delivery	<ul style="list-style-type: none"> • Ensures liaison with the Māori community on relevant service issues is facilitated via the General Manager of Māori Health & Vulnerable Populations. • Ensures the collection of high-quality disability information that better informs service and organisational developments. • Ensures good relationships and linkages are developed and maintained with staff, clients, families/whanau, service providers, service organisations, health professionals and the community. • Leads the development of annual plans for the NAS in line with NMH's strategic direction and legislative responsibilities. • Develops, implements and monitors and annual risk plan and ensures Business Continuity and Emergency Evacuation Plans are in place for the service.

	<ul style="list-style-type: none"> • Develops and maintains effective working relationships with Sector Relationship and Contracts Managers and Business Support. • To support collaborative activity to enable highly effective and integrated health of Older Persons, Older Persons Mental Health, AT&R and NAS services. • To support a 'Manaaki first' approach is used to ensure that the individual and whanau are at the centre of their care in partnership with Ministry of Social Development.
Service Co-ordination	<ul style="list-style-type: none"> • Demonstrates leadership by actively working with the Models of Care program to explore optimal service delivery. • Operates ethically and with integrity and acts as a role model for staff, clients and other stakeholders. • Makes effective decisions with the context of organisational strategies and operations after seeking and reviewing available knowledge through applied analysis of information and data. • Builds high levels of trust and effective teamwork between people of differing skills, attitudes and styles with NAS. • To maintain high trust partnership-based relationships with HOP, MH, Commissioning and DSS • Takes a whole of system's approach for dealing promptly and appropriately with performance issues, creating an environment of support and accountability rather than a culture of blame. • Encourages others, particularly front-line staff, to find improved ways for the delivery and development of key provider services that support the diverse needs of people. • Takes the lead in implementing change through being proactive and collaborative. • As agree with the DM to lead projects and service development work to ensure optimal service configuration, capacity, capability and infrastructure for people with complex physical and/or mental health and/or disability needs. • To monitor and report on effectiveness of services in meeting client need, and to recommend to the SM changes and/or investments required. • Builds capability in the service by introducing ways people can learn from each other, encouraging mentoring, mutual support and transfer of learning. • Engages with all components of the sector to achieve the best results for customers and clients as well as staff. • Builds confidence through excellent people, business and financial management. • Works closely with Data and Digital teams to maintain software programmes to enhance care delivery, participate in development of programmes and evaluation of use.
System Wide Leadership	<ul style="list-style-type: none"> • Facilitates effective communication and client centered problem solving across HOP, NAS, AT&R, OPMH, DSS and Commissioning.

	<ul style="list-style-type: none"> Ensures internal and external key stakeholder daily engagement and involvement, including with government and community agencies, local communities and iwi.
Leadership	<ul style="list-style-type: none"> Demonstrates leadership of services through active contribution towards achieving the service's vision and strategic goals. Supports staff to act conscientiously and consistently according to HNZ organisational values. Makes people and their cultural diversity an asset, taking full advantage of the differences between people to get the best for the team and the services provided. Provides guidance and support to individuals and the team on operational management changes. Identifies professional development needs of team members and facilitates access to appropriate training. Inspires others to commit to the service vision.
Financial Management	<ul style="list-style-type: none"> Develops in conjunction with the relevant business partner, Relationship and Contracts Manager and SM, annual budgets for the HOP and Disability NAS. Ensures responsibility for service budgets is properly delegated and performance measures are in place to monitor effectiveness, efficiency, and client/staff experience with the services. Reports as required on progress against budget to the CM Forecasts annual capital expenditure plan for the service. Keeps operating costs under control and within identified revenue using sound and prudent financial management to enable the service to maintain an appropriate and safe level of service.
Quality Improvement	<ul style="list-style-type: none"> Proactively participates in quality improvement processes in your area of work Reviews daily metrics for reporting Working with Clinical Governance to maintain reporting mechanisms Supports teams to, at all times, provide a high quality, customer orientated and focused service, which follows evidence-based practice.
Professional Competencies	<ul style="list-style-type: none"> Maintain own professional registration requirements as directed by the legislation relevant to the incumbent's profession. You maintain your professional registration. You have an up-to-date professional development plan.
Other Duties	<ul style="list-style-type: none"> Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with organisational processes and reflects best practice.

	<ul style="list-style-type: none"> • Live and support the Organisational values in everything you do.
Professional Development – Self	<ul style="list-style-type: none"> • Identifying areas for personal and professional development. • Participates in professional supervision in line with the organisation's requirements and/or professional body. • Participates in the organisation performance development process. • Training and development goals are identified/agreed with the DAHST. • Performance objectives reviewed annually with the DAHST. • Participate in the HNZ TWO management and Leadership programmes • You actively seek feedback and accept constructive criticism.
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.
LEADERSHIP ROLES ONLY - Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals. • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.

Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models 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 and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the SERVICE MANAGER, COMMUNITY CARE & RURAL HOSPITAL

- High level complaints and any that may result in adverse media risk to the Organization
- Complex HR and personnel issues
- Any factors that may have a significant negative impact to service delivery
- Any factors that may have a significant negative impact on budget

Relationships

External	Internal
<ul style="list-style-type: none"> • MSD • DSS • Aged Care Service Providers • Home Based Support Providers • Health and Disability service NGO's • Nelson Bays & Marlborough PHO's 	<ul style="list-style-type: none"> • HSS Acute and Community Service Leaders & Clinicians • Local and Regional Commissioning Leaders

- Nelson/Tasman & Marlborough Hospice's
- Iwi providers
- NASCA
- InterRAI NZ
- Union partners

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- Undergraduate qualification in relevant field
- Relevant experience
- Post graduate qualification

Desired:

- Relevant administration or health background

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.
- Strong bias for action and results orientation.
- Highly experienced, balanced outlook that lends itself to fast, pragmatic decisions and actions based on sound judgement.
- Holds self and others accountable, appreciates others and different perspectives.
- Commitment and personal accountability.
- Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation.

- Acts with discretion, sensitivity and integrity at all times.
- Is adaptable and flexible – open to change (positive or negative).
- Maintains an exceptionally high level of confidentiality.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- 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
- Change management experience, preferably within healthcare organisations
- Experience in all aspects of programme and project work – planning, business case development, design, change management, risk management, benefit realisation, communication, reporting and evaluation
- Process Improvement and Design expertise

Desired:

- Systems and process review experience
- Understanding of complex organisations
- Health management or service delivery experience

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.