

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

Title	Lived Experience Advisor		
Reports to	General Manager, Mental Health and Addiction Services		
Location	Nelson, Marlborough		
Department	Mental Health and Addictions		
Direct Reports	Nil	Total FTE	1.0
Budget Size	Opex NA	Capex	NA
Delegated Authority	HR NA	Finance	NA
Date	January 2026		
Job band (indicative)	Designated A Step 1 PSA Allied Contract		

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 strategic advice and feedback to MH&A management, teams, staff, and service providers from the perspective of individuals with lived experience of mental distress and/or addiction.

The role involves promoting consumer participation, advocating for rights-based, recovery-oriented services, and embedding the consumer voice into all aspects of our service delivery to ensure equity, cultural safety, and quality improvement. The role covers both Nelson and Marlborough, and it will include travel between the two districts from time to time.

Health NZ is committed to delivering high-quality, person-centred health and wellbeing services to our community. We recognise that the lived experience of mental distress and/or addiction is our most valuable resource for ensuring services are responsive, respectful, and effective. The Consumer Advisor role is central to this commitment, ensuring the consumer voice is heard at all levels of planning, development, and delivery.

Key Result Area	Expected Outcomes / Performance Indicators
Strategic Advice and Consultation	<ul style="list-style-type: none"> • Provide expert advice to the General Manager and leadership team on service planning, policy development, and quality initiatives from a lived experience perspective. • Advise on ways to improve consumer engagement, service accessibility, and outcomes for diverse populations, particularly Māori, Pasifika, and youth.

	<ul style="list-style-type: none"> Participate in key committees, working groups, and governance meetings as the primary representative of the consumer voice.
Consumer Participation and Advocacy	<ul style="list-style-type: none"> Develop and implement strategies to gather a diverse range of consumer feedback and perspectives from service users and their whānau (families). Facilitate consumer forums, focus groups, and surveys to ensure input is systematic and representative. Advocate for the rights of consumers within the service, promoting a culture of respect, self-determination, and recovery-focused practice.
Quality Improvement and Co-Design	<ul style="list-style-type: none"> Collaborate with clinical leads and operational managers to co-design new services and improve existing pathways of care. Participate in recruitment and induction processes for new staff to ensure an understanding of consumer perspectives is embedded from the outset. Input into service evaluations, audits, and accreditation processes, highlighting areas of strength and opportunities for improvement from the consumer viewpoint.
Role Modelling and Peer Support	<ul style="list-style-type: none"> Utilise personal lived experience of recovery to role model hope, resilience, and wellbeing to both service users and staff. Provide leadership in the development and implementation of peer support initiatives within the service.
Professional Development	<ul style="list-style-type: none"> Participate in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	<ul style="list-style-type: none"> Pro-actively participate in quality improvement processes in your area of work. Support our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence-based practice.
General	<ul style="list-style-type: none"> Other duties as negotiated with your Manager
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.

	<ul style="list-style-type: none"> • Demonstrate a commitment to Te Tiriti o Waitangi principles, ensuring services are culturally safe and responsive to the needs and aspirations of Māori consumers and their whānau. • Work collaboratively with the Māori consumer networks to ensure equitable outcomes for tangata whaiora (people seeking wellness).
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.
Culture and People Leadership	<ul style="list-style-type: none"> • Provides leadership that shows commitment, and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Align with regional initiatives and national strategies and frameworks.
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.
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 General Manager MH&A

- Any / All serious incidents and adverse events

Relationships

External	Internal
<ul style="list-style-type: none"> • NGO Services • District Inspectors • South Island Consumer Advisors • NAMHSCA – National Association Mental Health Service Consumer Advisors 	<ul style="list-style-type: none"> • All Mental Health & Addictions Services • Mental Health & Addictions Clinical Governance Group (MH&A CGC) • Mental Health & Addictions Operational Group (MH&A OMG) • Mental Health & Addictions Quality Forums

About you – to succeed in this role

Essential:

- A relevant graduate and post-graduate qualification.
- A relevant tertiary health or social services qualification.
- No less than 3 years working experience.
- Experience in a similar advocacy, advisory, or leadership role within the health sector.
- Strong networks within existing regional or national consumer advocacy groups.

KNOWLEDGE & SKILLS

- **Lived Experience:** Personal, lived experience of mental distress and/or addiction and engagement with mental health or addiction services. The ability to reflect on this experience and use it constructively for systems advocacy.
- **Communication:** Excellent written and verbal communication skills, with the confidence to present to senior management and diverse groups.
- **System Knowledge:** A sound understanding of the New Zealand health and disability sector, relevant legislation, and policy drivers.
- **Cultural Competence:** A strong commitment to bicultural practice and an understanding of Te Ao Māori (Māori world view) and the principles of Te Tiriti o Waitangi.
- **Advocacy Skills:** Proven ability to advocate effectively, negotiate change, and influence outcomes within a complex organizational environment.
- **Interpersonal Skills:** Ability to build rapport and work collaboratively with clinical staff, managers, consumer groups, and community partners.
- **Intermediate knowledge of Microsoft Office applications:** i.e.: Word, Excel, PowerPoint and Outlook.
- **Keeps up to date:** with available information technology relevant to position
- **Policies & Procedures:** understands and complies with Health NZ Nelson Marlborough Information Technology policies

You will be able to

- 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.
- 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.