

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	General Manager Medicine, ED & Paediatrics			
Reports to	Group Director of Operations Nelson Marlborough			
Location	Nelson			
Directorate	Medicine, ED & Paediatrics (district-wide)			
Total Reports (FTE)				
Budget Size	Opex		Capex	N/A
Delegated Authority	HR	Part D Schedule 3 Delegations Policy	Finance	Level E
Date	01-09-2026			
Salary band (indicative)ⁱ	SP25			
Children's Worker role	No			

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The General Manager provides a single point of accountability for strategic and operational leadership across a portfolio of large clinical and non-clinical services. The role ensures services deliver safe, high-quality care, meet performance expectations, and operate sustainably. A core focus is on service development, workforce planning, financial performance, interdepartmental coordination, and supporting the delivery of health targets. The General Manager is responsible for fostering a strong culture of collaboration, continuous improvement, and accountability across service areas, partnering closely with clinical leaders to ensure that operational decisions are clinically informed and patient-centred.

Key Result Area	Expected Outcomes / Performance Indicators
Strategic leadership and planning	- Define and lead the long-term strategic direction for the directorate, aligning with regional and national health priorities. - Lead service development and business planning to ensure the portfolio remains sustainable and responsive to future health demands.

Service development and continuous improvement	• Lead on-going service improvement initiatives and efficiency plans to enhance performance, address equity, and improve patient experience. • Ensure systems processes, and operating procedures are effective, well-governed, and consistently applied.
Health target performance and system accountability	• Maintain ultimate accountability for the directorate's delivery, reporting, and achievement of priority health targets. • Ensure performance indicators are monitored, analysed, and acted upon, identifying trends that require strategic intervention • Ensure directorate compliance with all statutory, regulatory, and organisational requirements. • Drive improvements in access, timeliness, throughput, and quality outcomes.
Clinical partnership	• Work in formal partnership with clinical leaders across the directorate to ensure a strong clinical voice in planning, decision-making, and service delivery. • Support and enable directorate clinical governance frameworks, ensuring that operational strategy never compromises patient safety or equity. • Support quality improvement initiatives and compliance with clinical standards, policies, and accreditation requirements. • Foster a collaborative environment between operational management and clinical leadership.
Strategic workforce and culture	• Lead directorate workforce planning to ensure the right capability, capacity and skill mix to meet present and future needs, including succession planning for key leadership roles. • Set the tone for a high-performing culture of belonging and transparency, with clear expectations for performance, behaviour, and engagement and ensuring that People & Culture strategies are embedded across all services. • Provide professional leadership and mentorship to service-aligned managers within the directorate, supporting their development as future senior executives.
Stakeholder engagement and collaboration	• Build effective working relationships across clinical, operational, corporate, and executive teams. • Build and maintain strong partnerships with other key Health NZ teams including Planning, Funding & Outcomes and Hauora Māori teams. • Maintain strong regional and national relationships to support service delivery and integrated care pathways. • Promote a collaborative, solution-focused approach to cross-organisational initiatives.
Financial management	• Accountable for delegated budgets and staff. • Understand, lead and operate within the delegations of role, ensuring managers also manage within their delegations. • Ensure there is financial responsibility and accountability across the directorate, and develop and implement financial strategies that will ensure budgetary targets and key performance indicators are achieved.

Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• 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	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • 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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [Any matter that may affect the reputation of the organisation.]

Relationships

External	Internal
• [Primary health organisations • Contractors and vendors	• Counterparts across Health NZ local, regional and national teams • Enabling functions (eg Finance, HR, Digital, Communications)

About you – to succeed in this role

You will have

Essential:

- Relevant tertiary qualification in Health Management, Business Administration, or a related field (Masters level preferred).
- Evidence of advanced leadership training or executive coaching.
- While not necessarily a clinician, you will have deep literacy in clinical governance and health terminology.
- Demonstrated leadership of a multi-service portfolio.
- Substantial experience in people leadership, workforce development and performance management across multiple professions.
- Experience of strategic financial and resource management and allocation, including leading business case development.
- Demonstrated success in leading large-scale organizational change, service redesign, or culture-shifting initiatives.
- Extensive experience working in a partnered clinical leadership model with Allied Health, Midwifery, Nursing and Senior Medical directors.
- Proficiency in using complex data sets to drive strategic investments.
- A leadership style that prioritises psychological safety, high trust, and the development of subordinate managers.
- Skilled at resolving high-level conflict between competing clinical or operational priorities to reach a unified "best for patient" outcome.
- Exceptional communication, influencing, and stakeholder management abilities.
- Experience in managing services with a high health and safety component, including a strong understanding of quality, patient safety and legislative requirements.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.

- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Demonstrate how you have created positive, inclusive and accountable team culture, built capability in others, and fostered engagement and collaboration.
- Demonstrate how a focus on health targets has improved delivery.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.