Health New Zealand
Te Whatu Ora

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	Service Manager – Clinical Support			
Reports to	General Manager Orthopaedics, Medicine, Paediatrics, Emergency Department and Clinical Support Services			
Location	Nelson Marlborough			
Department	Clinical Support Services			
Direct Reports	**10**		**Total FTE**	313
Budget Size	**Opex**	**TBA**	**Capex**	TBA
Delegated Authority	**HR**	**TBA**	**Finance**	Oversight of the assigned budget for HNZ service provision within the HNZ Accountability Framework and Delegations Policy.

Date	5 November 2026
Salary band (indicative)[i]	23
Children's Worker role[ii]	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:

- [Have operational responsibility for the development and delivery of Clinical Support Services, centered on the principles of 'One Service Two Sites' across the Nelson Marlborough district as part of the Medical Services Directorate.
- Recognise the needs of the wider Nelson Marlborough Health System and ensure that services are provided in a safe, efficient and effective manner.
- Provide direction for Clinical Support Services in partnership with other Directorates and Clinical Directors, Charge Nurse Managers, Team Leaders, clinical staff and Managers to improve service design and delivery and will have operational responsibility for day to day delivery of clinical support district wide.

The Service Manager – Clinical Support will demonstrate a commitment to quality and patient focused healthcare delivery and will have a focus on driving service improvement district wide and managing clinical support services effectively and efficiently within the constraints of budget and FTE allocation.

The position will have a strong focus on service redesign that leads to patients receiving care in a better, sooner, and more convenient way, with an emphasis on moving care, where appropriate, from a secondary to a primary care setting.

The Service Manager will lead in a manner commensurate with the organisation's values, and demonstrate relational skills that promote teamwork, and influence change in all services.

The Service Manager - Clinical Support, will manage contractual relationships with external providers who will provide partial or entire services to Health NZ. Managing these relationships to ensure optimal commercial outcomes, delivery within appropriate contracted service levels and ensuring that service delivery meets Ministry requirements are all key aspects required.
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Key Result Area	Expected Outcomes / Performance Indicators
Service Leadership and Planning	• Leads Services direction aligning with directorate, district, regional and national health priorities • Leads service development and business planning to ensure the portfolio remains sustainable and responsive to future health demands • Works with clinicians in hospital and community settings to ensure the optimum service configuration across the district, minimising duplication and maximising the application of service resource, recognising the relative populations and economic, clinical and viability factors. • Establishes, maintains and delivers on operational / service plans. • Financial and clinical information is used in decision making at service level within Hospital & Specialist Services. • Proactively and co-operatively engages in directorate, district, regional and national initiatives relevant to Hospital & Specialist Services. • Leads ongoing 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.
Accountability for Health Targets and System Effectiveness	• Maintain accountability for the Service (and allocated directorate level accountability) delivery, reporting and achievement of priority health targets • Ensure performance indicators are monitored, analysed and acted upon, identifying trends that require intervention

	• Ensure service compliance with all statutory, regulatory and organisational requirements • Drive improvements in access, timeliness, throughput and quality outcomes.
Clinical Partnerships	• Work in formal partnership with clinical leaders across the services to ensure a strong clinical voice in planning, decision making and service delivery • Support and enable service level clinical governance frameworks, ensuring operational strategies never compromise patient safety or equity • Support quality improvement initiatives and compliance with clinical standards, policies and accreditation between operational management and clinical leadership.
Workforce and Culture	• Lead service 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 and Culture strategies, plans and direction are embedded across all services. • Provide professional leadership and mentorship to managers and Team leaders aligned with Clinical Support Services, supporting their development as future senior executives.
Stakeholder Engagement and Collaboration	• Build effective working relationships across clinical, operational, directorate, corporate and executive teams. • Build and maintain strong partnerships with other key Health NZ teams, including Planning, Funding and Outcomes and Hauora Māori teams • Maintain strong cross directorate, cross district, regional and national relationships to support service delivery and integrated pathways of care. • 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 and Team Leaders also manage within their delegations • Ensure there is financial responsibility and accountability across the services, develop and implement financial strategies that will ensure budgetary targets and key performance indicators are achieved.

Key Result Area	Expected Outcomes / Performance Indicators
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

- 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
• PHOs • Primary Health Organisations • Ministry of Health • NZ Blood Service • Funeral Directors • Contractors and Vendors • NZ Police • Private health service providers	• Counterparts across Health NZ, directorate, district, regional and national teams • Enabling / support services, e.g. finance, human resources, digital, communications, facilities

About you – to succeed in this role

You will have

Essential:

- Undergraduate qualification in relevant field.
- Post Graduate qualification is preferred; relevant experience is essential.
- While not necessarily a clinician, you will have deep literacy in clinical governance and health terminology
- Evidence of successful people leadership and performance management
- Demonstrated leadership of a multi service portfolio
- Experience working in a partnered clinical leadership model with Allied Health, Midwifery, Nursing and Senior Doctors
- Skilled at resolving conflict between competing operational and clinical priorities
- Knowledge and experience of the New Zealand Health Sector in a senior capacity.
- Experience dealing with the complexities of a large diverse organisation

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.

[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.

[ii] The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.