

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

<b>Title</b>	Team Leader Health Technology Operations – General Campus			
<b>Reports to</b>	Clinical Engineering Manager			
<b>Location</b>	Christchurch			
<b>Department</b>	Clinical Engineering			
<b>Direct Reports</b>	4-12		<b>Total FTE</b>	11
<b>Budget Size</b>	<b>Opex</b>	100k	<b>Capex</b>	TBC
<b>Delegated Authority</b>	<b>HR</b>	TBC	<b>Finance</b>	TBC
<b>Date</b>	29/4/2025			
<b>Job band (indicative)</b>	PSA AHS&T Designated B1			

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

---

Manager Health Technology operations is responsible for leading multi-disciplinary teams responsible for providing Health Technology Operations services to ensure medical equipment and systems are safe and available when and where needed.

Clinical engineering is responsible for managing and maintaining medical equipment and technology in healthcare settings to ensure they function correctly and safely, ultimately contributing to the delivery of quality patient care.

The primary purpose of the role is to:

- Maintain a professional, effective, efficient, equitable and sustainable Clinical Engineering (Health Technology Management) service to ensure the equipment (i.e. Health Technology) is kept in a safe and fit for purpose state and is available when needed and where needed.
- Provide and oversee sound health technology management guidance and advice to clinical and non-clinical staff.
- Include establishing and managing inventories, requests, delivery and collection functions; record keeping; calibration, performance verification, repairs and maintenance; cleaning and decontamination; advice and support; adverse incident reporting; recall management disposal; selection, procurement and acceptance testing; and dealing with service contracting parties.
- Coordinate and implement centre-led processes and systems to support, verify and maintain all health technology (i.e. medical equipment/systems) throughout its life cycle to a level of performance and safety determined by NZ regulations and international standards.

- Apply knowledge in biomedical engineering, medical equipment management, regulatory compliance, safety, healthcare IT, clinical workflow, and more, to ensure the safe and efficient use of medical technology in healthcare settings.
- This role will be hands on and there will be an expectation to perform functions, activities and tasks similar to those performed by the subordinated (be on the tools).
- 

It is vital that the person in this role can engage at all levels within the hospital(s) and provide the confidence that the needs of the hospital(s) can be met as fully as resources will allow.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Equipment Operational Support</b>	<ul style="list-style-type: none"> <li>• Lead the development and management of Clinical Engineering services providing the following Health Technology Management (HTM) functions to promote and support clinical equipment across the equipment lifecycle</li> <li>• Prioritise and provide Scientific and Technical Advice and support e.g. technical specification writing</li> <li>• Collaborate and coordinate the Installation, commissioning and acceptance of equipment</li> <li>• Oversee and monitor Asset Onboarding of equipment (e.g. consumables, transfer of information, etc.)</li> <li>• Organise and coordinate Equipment configuration Management</li> <li>• Collaborate and coordinate Equipment interfaces (e.g. Facilities and Data &amp; Digital)</li> <li>• Ensure and monitor Medical Device/systems' ICT &amp; Cyber security functions</li> <li>• Plan and coordinate User and Technical Training</li> <li>• Implement and Monitor Scheduled or Preventative or Planned Maintenance programmes</li> <li>• Establish and adapt Unscheduled or Corrective or Demand Maintenance programmes</li> <li>• Establish and monitor Performance Verification</li> <li>• Lead and organise bespoke Clinical Engineering Service</li> <li>• Collaborate with Infection Control, Sterile Service and user departments regarding Clinical Cleaning and decontamination</li> <li>• Foster innovation and guide process improvement and inventory control</li> <li>• Plan, set and monitor Service Delivery to Quality Levels (KPIs)</li> <li>• Establish and drive Measurement and audit support</li> <li>• Set and oversee Budget Management</li> <li>• Collaborate and guide Stakeholder Management</li> <li>• Plan and oversee Supplier Relationship Management</li> <li>• Analyse, review and coordinate Safety Alerts/Recalls management at Hospital(s) Level.</li> <li>• Lead Incidents investigations (involving equipment) at Hospital(s) Level.</li> <li>• Health and Safety Oversight</li> </ul>

	<ul style="list-style-type: none"> <li>• Set and monitor Risk and Compliance monitoring at Hospital(s) Level.</li> <li>• Guide and Contractor Management (e.g. job/site specific). Note generic contractor induction will be managed by the HTM Equipment Planning &amp; Administration Team</li> <li>• Plan and budget Contract Management advisory service (managed by HTM's Equipment Planning &amp; Administration)</li> <li>• Coordinate and oversee Decommissioning &amp; Disposal (Tasks as outline by Equipment Programme/Project including Sustainability)</li> <li>• Prioritise and champion Asset Management Tasks (e.g. Performance Measures)</li> <li>• Explore and review the provision of HTM Services to external entities as a potential revenue stream create funding for reinvestment to develop HTM resources and improve service for Te Whatu Ora</li> <li>• Innovate to drive efficiencies and effectiveness of service of health technology management operational services.</li> <li>• Lead, champion, and explore opportunities to reduce outsource contracts/cost to release funds to reinvest in development of HTM resources and improve service for Te Whatu Ora.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>• Lead, nurture, develop and maintain effective relationships with programme planners, project groups, governance groups, leadership teams and stakeholders.</li> <li>• Establish, manage and maintain relationships with external providers, suppliers and agencies.</li> <li>• Proactively deliver timely advice and provide highly professional HTM operations support to stakeholders.</li> <li>• Identify and support common areas of interest emerging across the operations groups, stakeholders and proactively develop opportunities for collaboration.</li> </ul>
<b>Management and leadership</b>	<ul style="list-style-type: none"> <li>• Lead and manage the implementation of local Health Technology Operations services to provision clinical equipment and associated systems within Te Whatu Ora</li> <li>• Implement and enable National, Regional and or Local strategies to improve demand management and utilisation</li> <li>• Establish and provide oversight of workforce development and retention plans for vulnerable HTM workforce groups</li> <li>• Build team capacity and capabilities to support the future HTM delivery and operational functions</li> <li>• Drive initiatives to improve operational effectiveness and efficiencies as well as to reduce operational costs and facilitate in reinvestment of health technology resources</li> <li>• Develop resources to establish and champion achievement of work quality standards for equipment management activities, i.e. accreditation, and certification</li> </ul>
<b>Budgeting, Finance and People</b>	<ul style="list-style-type: none"> <li>• Lead, champion, and promote the development of operational and internal capital budgets and plans in collaboration with Finance partner</li> <li>• Work proactively and collaboratively with relevant teams across the HTM to achieve an integrated and consistent approaches.</li> </ul>

	<ul style="list-style-type: none"> <li>• Take responsibility for building team culture aligned with HTM Strategy and the values of Health New Zealand.</li> <li>• Establish effective relationships with internal and external stakeholders and build the reputation of HTM, with a strong focus on sound frameworks, systems and shared strategic priorities.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>LEADERSHIP ROLES ONLY - Culture and People Leadership</b>	<ul style="list-style-type: none"> <li>• Leads, nurtures and develops our team to make them feel valued.</li> <li>• 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.</li> <li>• 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.</li> <li>• Implements and maintains People &amp; 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.</li> <li>• 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 &amp; strengthened.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>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.</li> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

**Matters which must be referred to the NATIONAL MANAGER HEALTH TECHNOLOGY OPERATIONS**

- Compliance and Risk
- Health and Safety
- Budgeting Finance and People

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>Regulatory Bodies <ul style="list-style-type: none"> <li>MOH:- Medsafe</li> <li>MOH – Office of Radiation Safety</li> <li>MBIE – Worksafe and Energy Safety</li> </ul> </li> <li>Equipment Suppliers and Distributors</li> <li>Pharmac and MBIE</li> <li>External to Procurement, Supply Chain and HTM <ul style="list-style-type: none"> <li>Infrastructure and Investment</li> <li>Data and Digital</li> <li>People and Culture</li> <li>Finance</li> <li>Hospital &amp; Specialist Services</li> <li>National Clinical Networks</li> <li>Regional Clinical Services Networks</li> <li>Commissioning</li> <li>Regions and District Management and Leadership</li> <li>Service Improvement &amp; Innovation</li> <li>Clinical Leadership</li> <li>Clinical staff</li> <li>Support Services</li> </ul> </li> <li>ACC</li> <li>Enable</li> </ul>	<ul style="list-style-type: none"> <li>Within Procurement, Supply Chain and HTM <ul style="list-style-type: none"> <li>Procurement</li> <li>ICT Commercial</li> <li>Supply Chain</li> <li>Clinical Product Management</li> <li>HTM Strategy, Investment and Policy</li> <li>HTM Modernisation and Assessment</li> <li>HTM Planning &amp; Administration</li> <li>HTM Deployment &amp; Delivery</li> <li>HTM Operations</li> </ul> </li> </ul>



## About you – to succeed in this role

---

### You will have

#### Essential:

- A relevant engineering or scientific tertiary qualification in a relevant field (Clinical Engineering, Biomedical Engineering or Medical Physics qualification) OR comparable experience working at a leadership level.
- 7+ years' experience in Clinical Engineering; with 2 years' experience mentoring/training individuals and/or supervising individual or a team (or can demonstrate competency of working independently at a Team Leader Level)
- Sound understanding and knowledge of Clinical Engineering Services.
- Ability to lead and manage multi-disciplinary and specialist technical teams (e.g. Clinical Engineering).
- Excellent problem-solving abilities and the capacity to work well under pressure.
- Effective communication skills to interact with medical staff, vendors, and other stakeholders.
- Attention to detail and a commitment to upholding patient safety and regulatory standards.
- A professional team player attitude
- Dynamic self-starter, who is outcome/solution focussed
- English language proficiency – Minimum IELTS level 6.0 with no band less than 5.5
- Experience in implementing Te Tiriti o Waitangi in action.
- Registered as an Electrical Appliance Serviceperson - Endorsed Medical Cardiac Protected Areas endorsement on or higher class with the Electrical Workers Registration Board (Must achieve a pass in the EWRB practical assessment and written examination within 12 months and must achieve registration within 24 months of start date).
- Current Full Driver's license

#### Desired:

- Degree or masters level qualification in business management
- Post graduate qualification in Health Technology Management.
- Clinical Engineering, Biomedical Engineering or Medical Physics qualification (or relevant field) or equivalent level of practical experience.

### 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.

**Desired:**

- Degree or master's level qualification in business management
- Clinical Engineering, Biomedical Engineering or Medical Physics qualification (or relevant field) or equivalent level of practical experience.

**Changes to Position Description – Do not amend this section**

*This position description is intended as an insight into 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 jobholder in response to the changing needs of the organisation and the nature of our work environment. Such change may be initiated as necessary by the manager of this job and any changes will be discussed with the employee before being made. The employee acknowledges they may be asked to perform other duties as reasonably required by the employer in accordance with the role. This position description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.*

**Agreed:**

	Employee	Manager
Signature		
Date		