

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

Title	Customer Services Facilitator		
Reports to	Customer Services Manager		
Location	Christchurch Hospital		
Department	Quality – Medical and Surgical Services		
TOTAL FTE	0.6		
Date	August 2025		
Job band (indicative)	True IEA Grade 15		

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 in conjunction with the Customer Services Manager to:

facilitate the effective management of complaints across Medical Surgical Division, Christchurch Hospital in accordance with the Health NZ Canterbury Complaints Policy, the Health and Disability Services Consumers' Rights Code, and associated legislation. Contribute to the understanding of the consumer experience and assist with identifying areas for improvement.

Key Result Area	Expected Outcomes / Performance Indicators
In conjunction with Medical Surgical Division staff and leadership teams, ensure concerns and complaints are received, reviewed, and responded to in a timely, effective and professional manner	<ul style="list-style-type: none"> • Complaints / concerns are investigated and responded to in a consumer focused, effective way. • Services are assisted and supported to deal with complaints quickly and objectively, achieving low level resolution wherever possible. • On a case-by-case basis the Facilitator will assist with the investigation and drafting of complaint responses, particularly those of a clinical nature. • Progress of complaint investigations is pro-actively monitored, and draft responses are prepared within expected timeframes. • Service delivery issues identified through the complaint's procedures are identified to Medical Surgical Customer Services (CS) Manager. • Complaint issues identified as having significant potential risk for the service are immediately reported to CS Manager Medical Surgical Division (MSD) and in their absence to the Quality Manager, Medical and Surgical Services.

	<ul style="list-style-type: none"> Assists with and leads meeting with patients and families as part of complaints resolution.
Maintain the systems, processes, and complete records of all complaint related activities	<ul style="list-style-type: none"> Comprehensive complaint files are maintained to provide a record of investigation, decision-making and actions taken in relation to all complaints. Complaints and complaint management activities are accurately and efficiently recorded in the complaints database (Safety 1st). The Health New Zealand Waitaha Complaint Management policy is promoted in accordance with best practice, national and local legislation and guidance requirements to ensure best outcomes for potential consumers and staff.
Maintain positive, effective and functional relationships with key stakeholders	<ul style="list-style-type: none"> Effective and functional relationships are maintained with the Nationwide Health & Disability Advocacy Service and other relevant agencies. To have input into Staff Training and Education in relation to the Code of Rights and Complaints Management.
To participate in and contribute to quality improvement processes and measures	<ul style="list-style-type: none"> Contribute to the analysis of complaint data to identify trends and opportunities for improvement.
Facilitate, present, participate and support educational sessions on Health New Zealand Waitaha complaints process, if requested by Customer Services Manager.	<ul style="list-style-type: none"> Staff receive appropriate topic-specific and timely education sessions to reflect trends that arise from complaints. A positive approach to consumer relationships is promoted and practical strategies for staff are identified, to help avoid any potential adverse consumer response to care and treatment. Effectiveness of educational initiatives aimed at improving consumer focused services is monitored.
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.
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. 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.
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.

	<ul style="list-style-type: none"> • 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.
Health & safety	<ul style="list-style-type: none"> • 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"> • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients; Family / whānau; Carers / Caregivers; Visitors 	<ul style="list-style-type: none"> • Quality & Patient Safety Team, Medical Surgical Division
<ul style="list-style-type: none"> • Nationwide Health & Disability Advocacy Service 	<ul style="list-style-type: none"> • Service Leadership Teams, Medical Surgical Division
<ul style="list-style-type: none"> • The Health and Disability Commissioners Office 	<ul style="list-style-type: none"> • Medical Surgical Division Services and associated Health New Zealand staff
<ul style="list-style-type: none"> • Parliamentary Officers 	<ul style="list-style-type: none"> • Health NZ Legal Support
<ul style="list-style-type: none"> • Other external agencies and third parties 	<ul style="list-style-type: none"> • Other Health New Zealand Waitaha Complaint Management Teams

About you – to succeed in this role

You will have

Essential:

- A health Professional background, an active practicing certificate is not required.
- Have an understanding of the New Zealand health environment including the requirements of health-related legislation.
- Be experienced in working with the public from a service perspective.
- Excellent interpersonal skills and the ability to communicate and work effectively with a wide range of people.
- Medium level of computer literacy and report writing skills.
- Ability to work independently as well as part of the team, showing appropriate initiative and organisational ability.

Desired:

- Knowledge and experience in applying the Privacy Act 2020.

- Knowledge and experience of working within acute/tertiary health sector.
- Working knowledge of the Health NZ Canterbury electronic health information systems.
- Knowledge of Quality Improvement and implementation processes within the health sector.
- Skills in effective teaching and facilitating networks.

You will be able to Essential:

- 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.
- 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.