

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

Title	Policy Manager - 0.85FTE			
Reports to	Director Quality and Patient Safety			
Location	32 Oxford Terrace Christchurch			
Department	Quality and Patient Safety Team – Waitaha Canterbury			
Direct Reports	0		Total FTE	
Budget Size	Opex	nil	Capex	nil
Delegated Authority	HR		Finance	
Date	November 2025			
Job band (indicative)	Grade 16			

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:

Work collaboratively with Quality and Patient Safety Teams, document controllers and other regional and national leaders that are managing the document control network.

Assure policy is coherent and meets standard content including key performance indicators, impact assessment, implementation plan, and alignment with current best practice and legislation.

Manage training and quality assurance processes of delegated staff to enable them keep policy and supporting materials up to date in the single repository.

Specifically, the role is responsible for:

Managing the Controlled Document Management System (Policy Library) at Waitaha Canterbury to ensure a cohesive set of policies and procedures aligned to National Policies, with no duplication, meeting national regulations and standards is in place and accessible to staff.

Key Result Area	Expected Outcomes / Performance Indicators
Provenance and Curation	• Works with other Health NZ districts and the Te Whatu Ora National team to align policy and implement regional and national controlled documents. • Maintains business continuity plan.

	• Curates and manages the provenance of all policy and related controlled documents stored in the Controlled Document Management System, the Policy Library. • Information Management archiving and record keeping (retention and disposal) and recovering documents for OIA and agencies such as Coroner, Health and Disability Commissioner. • Manages controlled documents and records as per the Public Records Act Outlined in the General Disposal Authority.
System Management	• Works to maintain the functionality, security and integrity of the Policy Library, SharePoint application, and tools. • Manages day to day requests for new workspace set ups, workflow and publishing. • Identifies data problems and workflow issues and liaises with the business to resolve issues. • Supports Change management risk assessment, planning, and implementation with systems enhancements and upgrades. • Provides Document Control performance reporting (in Date documents, new published, KPI in workspaces, incorrect meta data, duplicates etc).
Organisational integration	• Partner with senior managers to finalise policy drafts so they are coherent, consistent and aligned with the broader policies. • Assists the business process owner to identify where training, orientation, policies and procedures need to be modified and create templates for these changes. • Establishes library monitoring processes for managers to use locally.
User Support and Training	• Supports the organisational network of users who use the application and provides an appropriate training system for efficient use of the Policy Library. • Ensures all enhancement requests are prioritised and business communication is effective and timely. • Undertakes appropriate Unit Testing and Integration Testing, and coordinate User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system. • Prepares communications of training materials and provide training and assistance to both document owners and end-users following implementation.
Te Tiriti o Waitangi	• 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.

Equity	• 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.
Innovation & Improvement	• Is open to new ideas and supports a culture where everyone has a voice. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	• 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. • 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.
Health & safety	• 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 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 Director Quality and Patient Safety

Elevates concerns on breaches of policy and/or confidentiality, compliance with legislation and/or professional standards, financial and resource matters, and system failure and risks.

Relationships

External	Internal
• National Controlled Document Team	• Quality Managers

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| <ul style="list-style-type: none"> • Regional and National stakeholders who have responsibility for Policy Management • Preferred printer provider | <ul style="list-style-type: none"> • Clinical and non-clinical policy owners and authorisers • Document controllers • Digital Services • Employees |
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About you – to succeed in this role

You will have

Essential:

- Proven experience in policy management or governance
- Project Management experience
- Excellent written and verbal communication skills and experience at policy writing.
- Experience in implementing Te Tiriti o Waitangi in action
- A relevant graduate qualification.
- 5 + year's experience working as a leader

Desired:

- Experience within a health, quality, or regulatory environment
- Knowledge of national health policy environment
- Knowledge of national health standards
- Post graduate university degree preferably in the health clinical domain.

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.
- Demonstrate sound in analysis, being able to isolate and interpret business needs and ensure policies and supporting materials are developed as an entire coherent

package.

Desired:

- Demonstrate proficiency with SharePoint

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.