

# Position Description | Te whakaturanga ō mahi

## Health New Zealand | Te Whatu Ora

<b>Title</b>	Supervisor			
<b>Reports to</b>	Team Leader			
<b>Location</b>	Christchurch Health Campus			
<b>Department</b>	Environmental Services			
<b>Direct Reports</b>	0	<b>Total FTE</b>	0	
<b>Budget Size</b>	Opex	\$0	Capex	\$0
<b>Delegated Authority</b>	HR	No	Finance	\$0
<b>Date</b>	29 September 2025			
<b>Job band</b>	E tu Service & Food Workers - Supervisor			

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 Supervise the successful delivery of assigned services during each shift and provide day-to-day supervision of staff within the Environmental Services team to ensure the team is enabled to deliver agreed services to a high quality, on time and with customer focus.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Team Supervision</b>	<ul style="list-style-type: none"> <li>• Supervise team members on a day-to-day basis to ensure shifts are fully staffed, team members have clarity on what is expected of them and are supported to perform successfully.</li> <li>• Trains and directs team members to deliver to organisational cleaning standards ensuring that all areas cleaned within the assigned shift are maintained to the expected standard.</li> <li>• Audits team member activity to ensure that standards are being maintained, responds to instructions from the Infection Prevention &amp; Control team to regularly review and adjust cleaning requirements.</li> <li>• Actively monitors and improves the safety of staff and other hospital users related to the processes and use of equipment and chemicals, ensuring that all policies and safe operating procedures are understood and followed and that actions to maintain or repair equipment are taken in a timely manner.</li> </ul>
<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• Supports critical services and hospital flow by ensuring that areas are cleaned and ready for incoming patients within agreed service level timeframes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Considers concerns raised by patients, their whanau, or staff, investigate and respond, or escalate to management if appropriate.</li> <li>• Takes every opportunity possible to introduce themselves and engage with patients, gauging their satisfaction with the service provided and using the feedback received to recommend service improvements.</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 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>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.</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 Business Unit 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 and strengthened.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas and creates 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 and works collaboratively.</li> <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 and operational delegations of their role.</li> </ul>

**Matters which must be referred to the Team Leader:**

- Staff performance and behavioural concerns
- Incident investigation where team member or patient risk is present

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Patients, their whānau and advocates</li> <li>• ITO training providers</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial Support Services leadership and staff</li> <li>• Ward/Department and Clinical leadership</li> <li>• Health &amp; Safety</li> <li>• Infection, Prevention &amp; Control</li> </ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Minimum of 2 years' experience working in cleaning services in a large multi-site organisation
- Experience training individuals and groups
- Competence using the MS Office Suite and a variety of software applications
- A relevant Level 3 NZQA (or equivalent) cleaning qualification
- A working knowledge of healthcare cleaning standards, equipment and chemicals

**Desired:**

- Experience in implementing Te Tiriti o Waitangi in action.
- NZQA Frontline Management qualification
- Experience supervising large teams

**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:**

- Communicate clearly verbally and in writing with a range of audiences, including those with low literacy or English as a second language.

*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.*