

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

<b>Title</b>	Clinical facilitator		
<b>Reports to</b>	Radiology Business Manager		
<b>Location</b>	Christchurch Hospital		
<b>Department</b>	Radiology		
<b>Direct Reports</b>	N/A Nil	<b>Total FTE</b>	0
<b>Budget Size</b>	<b>Opex</b> \$0	<b>Capex</b>	\$0
<b>Delegated Authority</b>	<b>HR</b> Nil	<b>Finance</b>	Nil
<b>Date</b>	11/02/2026		
<b>Job band (indicative)</b>	\$132,870		

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

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This role is responsible for enabling and supporting the Radiology Clinical Operational Leadership Team across a range of workstreams to improve the Radiology Service's clinical operations to support patient flow.

The primary purposes of the role are:

- Provide a clinical contact for matters relating to informatics, IT systems and operating systems/equipment across the Radiology Service - to facilitate their effective introduction/use/operation and the speedy resolution of any problems.
- Develop and maintain internal client and team relationships; assist and actively engage in project planning/implementation teams and assure coordination of requirements gathering, planning, execution, acceptance and ongoing support.
- Provide clinical support to production planning processes including bringing a clinical perspective to aligning demand and capacity, monitoring actual performance against plans, and adjusting plans day to day and where there are ongoing mismatches.
- By performing this clinical facilitation role and the delivering on the various projects/expectations, the position holder will enable the Chief of Radiology and the radiologists' team generally to devote more of their clinical time to quality imaging and reporting.

<b>Key Result Area</b>	<b>Expected Outcomes / Performance Indicators</b>
<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>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> <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/ followed.</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>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• A quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement, and being familiar with and applying the appropriate organisational and divisional policies and procedures.</li> </ul>

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified

### **Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Private radiology providers</li> <li>• Vendors – radiology systems and equipment</li> <li>• Health consumers and their families</li> </ul>	<ul style="list-style-type: none"> <li>• Radiology Clinical and Operational Leadership Team</li> <li>• Radiology staff and contractors</li> <li>• Staff from other services who rely on radiology</li> <li>• CDHB services e.g. People and Capabilities, Microster Support, Oracle Team, Finance</li> </ul>

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

#### **You will have the following:**

<b>Qualifications and Experience</b>	<b>Essential</b>
	<ul style="list-style-type: none"> <li>• MRT or other relevant qualification in Radiology or Informatics</li> <li>• Relevant clinical knowledge and experience in Radiology</li> <li>• Strong customer service, problem-solving, critical thinking and time management skills</li> </ul>

- An in-depth knowledge of radiology clinical systems and their impact on clinical and administration workflows
- A basic understanding of IT infrastructure

**Desired**

**Capabilities**

- Experience in Radiology informatics environment
- Project management and change management experience.

**Essential**

- Excellent verbal and written communication skills.
- Ability to collaborate in a multidisciplinary team to achieve clinical and business results
- Ability to “work smarter” by being innovative and proactive.
- Excellent judgment, decision-making and delegating skills.

**Desired**

- Ability to positively influence/motivate others

**You will be able to carry out the following key accountabilities**

**Digital flow of clinical information**

- 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.
- Clinical input is provided to all radiology system initiatives and changes and the planned outcome is achieved
- Close liaison with SIRRS team provides seamless, timely, accurate flow of clinical information.
- Initiatives are implemented as a result of data reviews to improve clinical performance of teams and individuals (eg, turnaround times, MIT deletion and correction reviews)

**Production Planning**

- Demand/capacity management processes meet referrer and patient needs
- Critical information is available when required for demand/capacity planning processes through liaison with key team members. This includes SMO roster, leave management and available clinical hours; modality wait list oversight.
- Outsourcing to external radiology reporting contractors is managed according to production plan and agreed contracts.
- Clinical issues related to external radiology reporting are resolved
- Variations of actual activity versus planned are monitored and interventions implemented as required. This includes monitoring of the reporting worklist.
- Clinical input is provided into the regular review of Radiology Service’s activity list model.

<b>System upgrades</b>	<ul style="list-style-type: none"><li>Working with SIRRS, as radiology systems are upgraded, clinical and administration work effort and processes are reviewed and result in appropriately updated documentation and training packages.</li></ul>
<b>Projects</b>	<ul style="list-style-type: none"><li>Are managed as requested by the Chief of Radiology, Business Manager, and Radiology Operations Manager. For example – transitioning clinical systems to paperless.</li></ul>
<b>Quality Systems</b>	<ul style="list-style-type: none"><li>Radiology Pathways and Hospital HealthPathways are maintained and current, working with the Clinical Manager and Quality Co-ordinator.</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>All radiology modalities and team leaders are linked into relevant conversations, both verbal and digital.</li><li>SIRRS team is supported with clinical input and information<ul style="list-style-type: none"><li>With external vendors/contractors as required</li></ul></li></ul>
<b>Other Essentials</b>	<ul style="list-style-type: none"><li>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.</li><li>Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.</li><li>Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.</li><li>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.</li><li>Demonstrate a strong drive to deliver and take personal responsibility.</li><li>Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.</li><li>Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.</li></ul>

*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.*