

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

<b>Title</b>	Quality, Risk and Credentialing Coordinator		
<b>Reports to</b>	Quality and Patient Safety Manager		
<b>Location</b>	Te Tai o Poutini West Coast		
<b>Department</b>	Quality and Patient Safety		
<b>Direct Reports</b>		<b>Total FTE</b>	0.5
<b>Budget Size</b>	<b>Opex</b>	<b>Capex</b>	
<b>Delegated Authority</b>	<b>HR</b>	<b>Finance</b>	
<b>Date</b>	1 6 March 2026		
<b>Salary band (indicative)*</b>	IEA Band 18 – 68,398		

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

---

This role is responsible for facilitating and overseeing the service credentialling process at Te Tai o Poutini West Coast, Health New Zealand – Te Whatu Ora, ensuring alignment with organisational policy, clinical governance requirements, and relevant regulatory standards.

The Quality, Risk and Credentialling Coordinator is a key member of the Quality Team, responsible for supporting effective quality, risk management, and service credentialling processes across Te Tai o Poutini West Coast, Health New Zealand – Te Whatu Ora. The role provides coordination, analysis, and advisory support to ensure services operate within approved scope, risks are identified and managed appropriately, and quality and safety issues are monitored, reported, and addressed in line with organisational and regulatory requirements.

The role works collaboratively with clinical and operational teams to strengthen governance oversight, promote a culture of safety and continuous improvement, and support assurance to management and governance forums.

The role also supports the training and development of staff in risk management practices and works closely with the Te Tai o Poutini West Coast Quality Team to address and support the management of quality and safety issues as they arise.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Service Credentialling Governance and Oversight</b>	<ul style="list-style-type: none"> <li>• Provide oversight and coordination of service credentialling processes to ensure services operate within approved scope, capability, and governance requirements.</li> <li>• Credentialling processes are consistently applied and aligned with Health New Zealand – Te Whatu Ora policies, clinical governance frameworks, and regulatory standards.</li> <li>• Credentialed services are clearly documented, current, and subject to ongoing review and re-credentialling as required.</li> <li>• Credentialling-related risks are identified early and escalated appropriately.</li> <li>• Coordinates service credentialling and re-credentialling processes, maintains registers and documentation, tracks conditions and exceptions, and supports escalation of credentialling-related risks through appropriate governance pathways.</li> </ul>
<b>Risk Identification and Assessment</b>	<ul style="list-style-type: none"> <li>• Support the proactive identification and assessment of clinical, operational, and organisational risks, with a particular focus on credentialling and scope-of-practice considerations.</li> <li>• Risks associated with service delivery, scope, capability, and credentialling are identified, assessed, and documented in a timely manner.</li> <li>• Emerging and systemic risks are recognised and communicated to relevant stakeholders.</li> <li>• Risk assessments inform decision-making and service planning.</li> </ul>
<b>Risk Monitoring, Reporting, and Review</b>	<ul style="list-style-type: none"> <li>• Ensure effective monitoring, review, and reporting of identified risks to support transparency, assurance, and continuous improvement.</li> <li>• Risks are monitored and reviewed in accordance with organisational risk management frameworks.</li> <li>• Accurate and timely risk reporting is provided to quality, risk, and governance forums as required.</li> <li>• Risk trends and themes are analysed to inform improvement initiatives and governance oversight.</li> </ul>
<b>Collaboration and Advisory Support</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with clinical, operational, and quality teams to provide advice and support on risk management and credentialling matters.</li> <li>• Clinical and operational teams are supported to understand credentialling requirements and associated risks.</li> <li>• Clear advice is provided to leaders regarding credentialling, scope, and risk mitigation strategies.</li> <li>• Strong working relationships support open communication and shared accountability for risk.</li> </ul>

<p><b>Quality and Safety Integration</b></p>	<ul style="list-style-type: none"> <li>• Works alongside the Quality Team to support the identification and management of quality and safety issues, ensuring credentialling and risk considerations are integrated into quality improvement activities.</li> <li>• Quality and safety issues with potential credentialling or scope implications are identified and addressed.</li> <li>• Risk and credentialling considerations are integrated into quality improvement activities.</li> <li>• Organisational learning is supported through feedback, review, and improvement actions.</li> </ul>
<p><b>Capability Building and Education</b></p>	<ul style="list-style-type: none"> <li>• Support the development of organisational capability in risk management and credentialling awareness.</li> <li>• Staff understanding of risk management principles and credentialling requirements is strengthened.</li> <li>• Risk management expectations are reinforced through education, guidance, and support.</li> <li>• A culture of safety, accountability, and continuous improvement is promoted.</li> </ul>
<p><b>Te Tiriti o Waitangi</b></p>	<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>
<p><b>Equity</b></p>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<p><b>Innovation &amp; Improvement</b></p>	<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>
<p><b>Collaboration and Relationship Management</b></p>	<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 Quality and Patient Safety Manager**

- Serious Harm Events
- Critical Credentialling Concern
- Emerging patient safety risk
- Serious media, reputational or stakeholder risk
- Protected disclosure touching credentialing or patient safety

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Health Quality Safety Commission</li> <li>• Ministry of Health</li> <li>• Ministry of Justice (Coroner)</li> <li>• Health consumers and their families</li> <li>• Nationwide Advocacy Service</li> <li>• Health &amp; Disability Commission</li> <li>• Patients and community members</li> <li>• Government Agencies &amp; Representatives</li> <li>• West Coast Health (PHO)</li> <li>• External Stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Operations Managers</li> <li>• Group Director Operations</li> <li>• Medical Centre Teams</li> <li>• Quality &amp; Patient Safety team</li> <li>• Quality &amp; Patient Safety Governance Groups</li> <li>• Data and Digital Team</li> <li>• Medical Staffing</li> <li>• Finance</li> <li>• Clinical Teams</li> <li>• Risk Owners</li> <li>• District (and potentially Regional) leadership</li> </ul>

- Health New Zealand Regional and National Risk Functions

## About you – to succeed in this role

---

### You will have

#### Essential:

- Relevant tertiary qualification in health, quality, risk, or management, or equivalent experience.
- Demonstrated experience in risk management, clinical governance, or credentialing within a healthcare setting.
- Experience preparing governance-level reports and supporting audits/accreditation.
- Training/education delivery experience desirable.

#### Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Clinical background or strong familiarity with clinical workflows and scopes of practice.
- Audit/assurance experience (internal audit, accreditation readiness, or quality systems).
- Improvement methods (e.g., RCA, Ishikawa, PDSA, LEAN) used appropriately in healthcare.
- Stakeholder engagement in rural/remote settings, including outreach and inter-district dependencies.
- Negotiation and conflict resolution for scope and capacity issues.

### 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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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:**

- Demonstrate being able to coordinate service credentialing processes, support effective risk identification and reporting, and work collaboratively with clinical and operational teams to strengthen quality, safety, and governance oversight.
- Demonstrate strong analytical, communication, and organisational skills, and the ability to escalate risks appropriately while maintaining accurate, confidential, and audit-ready documentation.

*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.*

*\*The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*