

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	District Planned Care Lead		
Reports to	Group Director of Operations		
Location	Waitaha/Canterbury		
Department	Corporate		
Direct Reports	TBC	Total FTE	TBC
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	July 2026		
Salary band (indicative)ⁱ	TBC		
Children's Worker roleⁱⁱ	No		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The District Planned Care Lead provides strategic and operational leadership for planned care performance across Waitaha Canterbury, ensuring equitable, timely and sustainable delivery of elective surgery, outpatient services and associated diagnostic pathways.

The role is accountable for coordinating and optimising planned care performance across service groups, with responsibility for achieving national planned care targets, reducing waiting times, improving access and maximising utilisation of available capacity.

The role works through partnership with General Managers, Clinical Directors, Service Managers and regional leaders to develop and implement planned care strategies, capacity plans and performance improvement initiatives.

Whilst the District Planned Care Lead does not hold direct operational accountability for service delivery budgets, workforce management or day-to-day operations within clinical services (these are held by the relevant General Managers and Clinical Directors) the role is required to achieve planned care outcomes through influence and shared accountability.

Key deliverables:

- Ensure Waitaha H&SS services deliver on the national taskforce recommendations for planned surgery and planned outpatient clinic activity in a well-coordinated and equitable manner.
- Planned Care refers to surgical, medical and the services that support the delivery – Radiology and Anaesthesia.
- Oversee strategic planning, management and responsibility of planned care delivery in line with National taskforce recommendations
- Oversee the development and monitoring of individual service plans to deliver on the Health target expectations.
- Plan for any future delivery requirements for planned care
- In partnership with clinical leads determine capacity required to deliver on health targets and to inform theatre session planning and the setting of the Master Theatre Schedule.
- Champion equity of access to planned care for the Waitaha patient population
- Champion the use of the Acuity Tool to inform waitlist accuracy and facilitation of optimal utilisation of theatre capacity.
- Implement and lead operationalisation of 'Treat in Turn' principles to support ongoing reductions of our Long Waiting Patients.
- Support services and booking teams to have accurate waitlist entries, this will support quality data.
- Ensure consistent data capture and reporting around planned care activity
- Manage outsourced and outplaced budgets with private providers to achieve planned care outcomes
- Coordinate with Acute Flow lead(s) to help balance the impact of acute demand on planned care delivery
- Coordinate with Regional Service Delivery Manager – Planned Care on planned care initiatives
- Advocate and liaise with hospital administration to ensure adequate resourcing of planned care sessions to meet national wait time targets

Key Result Area	Expected Outcomes / Performance Indicators
Planned Care Performance	• Achievement of planned care performance targets across Waitaha Canterbury. • ESPI compliance and reduction of long waiting patients. • Implementation of national planned care directives and strategic priorities. • Development and oversight of planned care recovery and improvement plans. • Equity of access and treatment outcomes. • Meeting National planned care directives and outcomes. • Waiting list management and bookings performance. • ESPI compliance. • Treatment times. • Equity of access. • Waiting list data quality. • Utilisation of outsourced/outplaced budgets.
Acute–Elective Interface	• In partnership with operational and clinical leads provide oversight of the impact of acute demand on planned care delivery. • In partnership with operational and clinical leads facilitate organisational decisions regarding acute/elective balance. • In partnership with operational and clinical leads identify risks to planned care delivery arising from acute demand. • Recommending mitigation strategies to maintain planned care performance.
Outsourcing and Outplacing	• Development of outsourcing and outplacing strategies. • Prioritisation of outsourced activity to achieve planned care outcomes. • Monitoring outcomes, quality, productivity and value achieved from outsourced activity. • Providing advice regarding investment and expenditure decisions.
Clinical and Operational Partnership	• Strong partnerships with Clinical Directors, Chiefs of Service and General Managers. • Agreed service plans supporting planned care objectives. • Shared ownership of performance improvement initiatives. • Effective engagement with regional planned care networks. • Clear communication of planned care expectations and priorities.

Financial Accountability	• Develops recommendations regarding planned care investment priorities. • Influences allocation of outsourced and outplaced funding. • Monitors planned care expenditure against approved budgets. • Provides assurance regarding the effectiveness of expenditure in achieving planned care outcomes.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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 in place. • 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.

People and Culture Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.

- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Health NZ Planned Care Team • Private outsourcing and outplacing providers of surgical services • Regional Service Delivery Manager – Planned Care • Other district planned care SRO/managers • ACC • Consumer groups	• Group Director Operations • General Manager Surgery • General Manager Radiology • General Manager Medical Specialties • Chief of Surgery • Clinical Director Anaesthesia • Clinical Directors • Perioperative Manager • Production Planner • Service Managers • Regional Service Delivery Manager – Planned Care • Finance Business Partners

Governance Leadership

Chair or Sponsor	Participating Member
• Planned Care Performance Group • Theatre Capacity Review Process • Long Wait Management Review • Planned Care Improvement Programme	• Perioperative Governance Group • Perioperative Operational Group • Theatre Master Schedule Review Group

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.

- Highly proficient in data interpretation.
- Experience in systems improvement and development.
- Team leadership experience.
- Ability to organise own work and self-manage.
- Ability to work as part of a high functioning team.
- Excellent communication skills (verbal/written).
- Ability to develop and maintain good relationships with key stakeholders.
- Takes a positive and inclusive approach to problem solving.
- Highly focused and results orientated.
- Ability to inform the development of outsourcing and outplacement contract arrangements.
- Facilitation experience with diverse groups.
- Experience in the health sector.

You will be able to

- 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.
- Integrate different levels of perspective; ie Regional, District and speciality, position specific.
- 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.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.