

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	General Manager		
Reports to	Group Director of Operations		
Location	Te Tai o Poutini West Coast		
Department	General Manager West Coast		
Direct Reports	TBC (15-20)	Total FTE	650 1 FTE Exec.Mgmt
Budget Size	Opex		Capex
Delegated Authority	HR		Finance
Date	August 2026		
Salary band (indicative)ⁱ	SP26		
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

In close consultation with the Group Director of Operations (GDO) and in partnership with the West Coast Clinical Leadership team the purpose of the role is to:

- Provide leadership and direction to the service which ensures delivery of efficient, safe and effective patient/client care through appropriate management of staff, equipment and resources.
- Actively lead, set and manage the direction of service in consultation with the clinical leadership and other relevant clinicians and managers.
- Tactically plan interventions such as safe staffing plans, succession plans, safety and wellbeing initiatives to ensure delivery of the overall Hospital & Specialist Services strategy.
- Meet all delegated KPI's, health targets and budgetary parameters while delivering the best possible health outcomes.
- The role will ensure a person and community centred focus, progressing the rural generalist strategy across the West Coast.

The General Manager in collaboration with the clinical team will be responsible for the leadership of the West Coast services. They will lead the planning, procurement, delivery, monitoring and evaluation of their services whether that be in the home, in a primary or community setting, or in a hospital environment.

The role is expected to function at an executive level and is expected to serve as a strategic advisor to the GDO on one hand and serve as an implementor of best-practice across the areas of responsibility.

This role requires strong leadership, strategic collaboration, and advocacy to ensure that health services uphold the principles of Te Tiriti o Waitangi and contribute to meaningful, long-term improvements in health outcomes.

Key Relationships and Engagement:

GDO and leadership team: Lead engagement with the GDO and rest of the leadership team to ensure that all services that the General Manager has oversight of, and is responsible for, are structured and delivered in a fair, consistent and best-practice way and within allocated budget.

Health and Social Service Providers: Strengthen relationships with Māori, Pacific, and mainstream health and social service providers, ensuring a holistic and integrated approach to health and wellbeing that reflects whānau ora and collective wellbeing models.

National Structures and Agencies: Coordinate efforts with national office colleagues to ensure that service delivery is effective and efficient, and in line with national policy and guidelines.

Advocacy and Equity Leadership: Ensure that all processes and practices within the area of responsibility are equity-focused, patient-centric and promoting better health outcomes for all New Zealanders while addressing the historical and systemic inequities impacting Māori and Pacific communities.

Key Result Area	Expected Outcomes / Performance Indicators
Key Deliverables	Delivery of safe and effective services in partnership with clinicians • Develop competent, motivated and well-trained staff who are focused on providing the best possible patient/client care by agreeing accountabilities and standards of performance and regularly providing feedback, taking corrective action as appropriate and acknowledging good performance • Monitor Service's performance and take action as required to ensure services are delivered and actively seeks quality improvements • Maintain a safe environment for patients/clients, staff and the public including facilities and equipment. • Service delivery and capacity is managed within available resources. • Standards of care are assured and documented • Systems are in place to facilitate continuity of quality patient/client care, during the patient/client journey • Deliver on expected health targets as identified from time to time Financial and Contractual Performance • Appropriate financial, process and quality controls are in place with action taken to correct performance variance/gaps • Complete capital budget requirements • Manage operational budget as delegated by the GDO. • Monitor service performance and takes action as required to ensure compliance with contract and quality standards • Communicating to the team, the operational and financial issues and risks facing the service, and the plans for addressing areas of concern including opportunities for improvement • Service agreements are negotiated with relevant departments with specific performance targets established and agreed • Develop and manage an asset management plan for the Group Planning • Review purchaser requirements and develop the annual service plan complete with budget projections • Attainable and measurable objectives and targets will be developed and presented in the service plan • Provide remedial action when required, to ensure contract requirements are met through the development and implementation of strategies to correct performance aligned to established criteria Debate issues constructively, working collaboratively with other service team members
Governance and Reporting	• Provide performance-focused reporting to the GDO, ensuring transparency and accountability on performance objectives, progress, and challenges, including identifying systemic barriers and underachievement of strategic priorities.

	• Offer specialist advice on areas of operational responsibility ensuring decisions are informed by best practice guidelines, national and regional policies and focussed on patient outcomes. • Implement robust performance monitoring, including regular reviews, audits, and continuous improvement processes, to assess the effectiveness of initiatives and ensure measurable improvements in performance outcomes.
Delegation and Budgetary Decision	• Approve routine expenditure within budgetary limits and is accountable for expenditure budget • Make decisions within the service plan to meet service requirements • Make significant decisions and decides medium issues in a large organisation • Work autonomously with a high degree of independence within the Group to achieve the plan and problem solve complex issues as they arise. • Maintain relationships with Strategic business partners.
Innovation & Improvement	• Foster a culture of innovation where all team members, feel empowered to contribute ideas that enhance service delivery, and cultural responsiveness. • Model an agile and adaptive leadership approach, embracing new ways of working that reflect best practice guidelines.
Collaboration and Relationship Management	• Demonstrate and model collective leadership, actively working with colleagues to break down silos and ensure that shared accountability drive decision-making and service delivery. • Strengthen partnerships with stakeholders ensuring the voices, aspirations, and lived experiences of Māori and Pacific communities are authentically reflected in the planning, design, and implementation of health services. • Uphold whakawhanaungatanga (relationship-building) as a key leadership value, fostering trust, mutual respect, and culturally grounded collaboration across all levels of the organisation and with external stakeholders.
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

- Lead, nurture, and develop a team culture that fosters manaakitanga, ensuring all team members feel valued, supported, and empowered to contribute to improving service outcomes.
- Prioritise the development of individuals and teams to ensure Health New Zealand has the right skills, capabilities, and leadership diversity for the future.
- Provide visible and values-driven leadership, demonstrating commitment, urgency, and innovation while cultivating strong, mutually beneficial relationships with key internal and external partners.
- Implement and uphold People & Communications strategies that create an environment where employee experience, leadership growth, and performance development align with the organisation's strategic and equity goals.
- Ensure the Business Unit's culture evolves in alignment with Te Mauri o Rongo, fostering a unified and inclusive environment that strengthens local cultures.

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.
- [insert other matters which must be referred]

Relationships

External	Internal
- National, Regional and local functional groups - Intersectoral organisations as appropriate - NGOs - Service Providers	- District Leadership Team - Business Advisors (e.g. HR, Finance, IS etc) - Clinical leaders and peers - Unions and employee groups - Clinical and Consumer Councils

About you – to succeed in this role

You will have

Essential: Qualifications

- Post graduate qualification in leadership/management
- One or more academic degrees in a health-related discipline

Experience

- Extensive experience with 8+ years in health (including at least 5 years in leadership roles).
- Experience managing multidisciplinary (clinical) teams
- Proven financial and budgetary management
- Sound understanding of clinical services provided by the West Coast

Business / Technical Skills

- An understanding of business, commercial and financial principles
- Demonstrates an understanding of continuous quality improvement
- Ability to comprehend and apply various business and other policies and Acts of Parliament relevant to the role.
- Comprehensive experience in business planning

Leadership Competencies

- Demonstrates the ability to drive self and others to deliver results.
- Collaborative, self-confident and not afraid to challenge the status quo.
- Manages the balance between meeting both organisational wide targets and budget requirements.
- Creates strong morale and spirit in the team to foster a feeling of belonging.
- Acts transparently and with integrity
- Demonstrates the ability to blend people into teams when needed to work autonomously e.g., leading project teams, participation in projects, forums

Key Attributes

- Proven Clinical Experience in a health environment
- Demonstrated evidence of people leadership skills.
- Proven experience with budget, contract and financial management.
- Superior communication skills, written and oral.
- Demonstrated ability to analyse and think conceptually and have a history of effective decision making.
- A strong commitment to the delivery of a quality customer focused service.
- Flexibility and ability to work through a changing and developing environment.

Desirable Criteria

Experience

- Previous Service Manager, Operations Manager or General Manager experience (internal or external)
- Knowledge of the political, legislative or other external influences affecting the health sector.
- Experience in leading and developing teams within the health sector.

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills.

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.