

# 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.*

|                                             |                                                                        |                  |     |
|---------------------------------------------|------------------------------------------------------------------------|------------------|-----|
| <b>Title</b>                                | Manager, Integrated Delivery                                           |                  |     |
| <b>Reports to</b>                           | Group Director Operations, Health New Zealand                          |                  |     |
| <b>Location</b>                             | West Coast based (preferably Greymouth), with regular travel required. |                  |     |
| <b>Department</b>                           | Project and member of the Regional Hub Leads Group                     |                  |     |
| <b>Direct Reports</b>                       | <b>0</b>                                                               | <b>Total FTE</b> | 1.0 |
| <b>Budget Size</b>                          | <b>Opex</b>                                                            | <b>Capex</b>     |     |
| <b>Delegated Authority</b>                  | <b>HR</b>                                                              | <b>Finance</b>   |     |
| <b>Date</b>                                 | 28/8/2026                                                              |                  |     |
| <b>Salary band (indicative)<sup>i</sup></b> | SP23                                                                   |                  |     |
| <b>Children's Worker role<sup>ii</sup></b>  | No                                                                     |                  |     |
| <b>Employment Type</b>                      | Fixed Term – 30 <sup>th</sup> June 2027                                |                  |     |

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 primary purpose of the role is to:

The Manager, Integrated Delivery leads and coordinates services across government agencies and local providers to ensure children and families receive the support they need to be safe and achieve agreed outcomes. The role brings together government, health, education, and community services to ensure everyone is working in a joined-up way, with a shared focus, and delivering the right support locally.

Working in partnership with regional public sector leaders, the Manager develops and leads a shared delivery plan aligned to agreed outcomes. The focus is on keeping children and families safe by identifying and connecting them with the right services, aligning efforts across agencies and providers, and ensuring support is timely and effective.

The role will collaborate and influence across different organisations, supporting prioritisation and planning, identifying gaps and resolving barriers to delivery, managing constraints and funding requirements, and monitoring and reporting on progress against agreed outcomes. They engage closely with the community and the children and whānau in a respectful and

trusted way to understand their needs and ensure the right services and support solutions are in place to keep them safe.

The Regional Public Service Commissioner chairs the Regional Hub Leads Group and is responsible for the overall delivery on the agreed outcomes plan. This role will be a member of the Regional Hub Leads Group and a key member that supports the Regional Public Service Commissioner in achieving the agreed outcomes.

| Key Result Area                                                         | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Integrated leadership and coordination</b>                           | <ul style="list-style-type: none"> <li>• Lead, align and influence across multiple government agencies, local service providers, and community organisations to ensure they work together effectively to deliver services and achieve shared outcomes for the intentional community.</li> <li>• Lead and convene a local multi-disciplinary group of professionals across health, education, social services, Police, NGOs, and other agencies.</li> <li>• Reduce duplication and fragmentation by ensuring agencies operate in a coordinated and integrated way, supporting them to navigate and align different delivery models and way of working.</li> <li>• Ensure there is effective service delivery. This should include supporting clinical oversight of specialist services to ensure they are being delivered in a clinically appropriate manner.</li> </ul> |
| <b>Develop and implement a delivery plan to achieve agreed outcomes</b> | <ul style="list-style-type: none"> <li>• Coordinate the development and implementation of an integrated, cross-agency delivery plan to support the agreed outcomes plan.</li> <li>• Work in consultation with the Regional Hub Leads Group supporting them to bring together the right services and support to achieve the agreed outcomes for the community.</li> <li>• Ensure the delivery plan is practical, locally and community informed, and supported by all agencies.</li> <li>• Ensure agencies have a shared understanding of delivery priorities and that any barriers to collaboration between agencies are identified early and actively managed or escalated.</li> </ul>                                                                                                                                                                                 |
| <b>Professional and clinical leadership</b>                             | <ul style="list-style-type: none"> <li>• Convene, as required, the local clinical and professional groups to ensure delivery is supported by strong practitioner and clinical frameworks and an integrated multidisciplinary practice model.</li> <li>• Support the identification and management of professional and clinical risks and escalate as appropriate.</li> <li>• Support and coordinate professionals to work together effectively across organisational boundaries</li> <li>• Capture insights and evaluate the effectiveness of the integrated response model and delivery plan.</li> <li>• Identify opportunities to improve how services are coordinated and delivered and contribute to ongoing system and service improvement and innovation.</li> </ul>                                                                                              |

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|                                                   | <ul style="list-style-type: none"> <li>• Promote learning and adaptation across agencies and partners.</li> <li>• Help build a more connected and effective service system over time.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Service Planning and Navigation</b>            | <ul style="list-style-type: none"> <li>• Develop and maintain a strong awareness of available services (through a service catalogue) and how to access them, across multiple agencies and local providers, including identifying gaps and alternative support solutions.</li> <li>• Ensure processes are in place to enable specific planning for individual cases to ensure these are managed with a coordinated, multi-disciplinary approach and an appropriate range of services where required.</li> <li>• Ensure support is organised around the needs of children and families, not agencies, with effective prioritisation and sequencing.</li> <li>• Escalate and resolve barriers to service delivery, managing constraints, workforce pressures and funding requirements.</li> <li>• Provide advice, insights, and performance feedback to inform system-level decisions.</li> </ul> |
| <b>Monitoring and Reporting</b>                   | <ul style="list-style-type: none"> <li>• With the support of the analytical lead, oversee data collection and track progress to effectively monitor the delivery plan and report on progress against the outcome plan.</li> <li>• Provide regular reporting to the Regional Hub Leads Group to inform decision making and prioritisation.</li> <li>• Identify risks, issues, and opportunities, and take action to keep delivery on track.</li> <li>• Ensure data used for monitoring and reporting is accurate, relevant, locally validated, and used lawfully and ethically.</li> </ul>                                                                                                                                                                                                                                                                                                      |
| <b>Stakeholder Engagement and Influence</b>       | <ul style="list-style-type: none"> <li>• Development of a stakeholder engagement and communication plan.</li> <li>• Build trusted, respectful relationships with community leaders, local practitioners, agency partners and other key stakeholders</li> <li>• Represent professional and service provider perspectives to regional leaders and other stakeholders.</li> <li>• Ensure community voice and lived experience help to shape service responses.</li> <li>• Influence agencies to work collaboratively and address challenges and barriers to service delivery.</li> </ul>                                                                                                                                                                                                                                                                                                          |
| <b>Continuous Learning and System Improvement</b> | <ul style="list-style-type: none"> <li>• Capture insights and evaluate the effectiveness of the integrated response model and delivery plan.</li> <li>• Identify opportunities to improve how services are coordinated and delivered and contribute to ongoing system and service improvement and innovation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| Key Result Area             | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</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 your manager**

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Any matters that could have media or wider stakeholder implications
- Any matters that put at risk the delivery of the agreed outcomes
- Any matters that could risk relationships with other agencies or impact on their ability to achieve the agreed outcomes
- Any matters that align with a “no surprises” approach to the Group Director Operations and or the Regional Hub Leads Group

## Relationships

| External                                                                                                                                                                                                                                                                                                                                                                                                                         | Internal                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Regional Public Service Commissioner</li> <li>• Regional Hub Leads Group</li> <li>• Local and regional professionals, clinicians, and other agency representatives</li> <li>• Local service and community providers</li> <li>• Community leaders and community workstream leads.</li> <li>• Intentional community and their families and children</li> <li>• Advisory groups</li> </ul> | <ul style="list-style-type: none"> <li>• Clinical Leads</li> <li>• Operational Managers</li> <li>• People &amp; Culture</li> <li>• Finance</li> <li>• Clinical and operational teams</li> </ul> |

## About you – to succeed in this role

### You will have

### Essential:

- Experience leading and influencing shared work programmes across multiple agencies and organisations
- Experience coordinating integrated service delivery models
- Advanced relationship management, facilitation, and influencing skills
- Ability to establish credibility and to lead and influence social sector professionals
- Experience engaging with communities, providers, and service users to identify and deliver targeted support services
- Experience developing and implementing delivery plans to achieve agreed outcomes and to provide reporting and monitoring for these plans
- Strong communication and stakeholder engagement skills, with a proven track record of delivering complex programmes or initiatives with multiple stakeholders
- 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.

### Desired:

- Experience working across sectors such as health, education, or social services
- Knowledge of public service systems and cross-agency governance
- Experience in preparing briefings, reports and advice for senior leaders
- Experience working in complex community contexts

**You will be able to Essential:**

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

**Personal Attributes:**

- Strong leadership presence, with the ability to lead and demonstrate high trust, integrity, and sound judgement
- The ability to bring people together with a collaborative, inclusive, and decisive leadership style
- Resilient and adaptable in complex and evolving environments
- Confidence to challenge constructively and push back when needed
- A practical, solutions-focused approach to improving service delivery and the ability to prioritise effectively
- Ability to act with cultural awareness, respect, and sensitivity in community settings
- A commitment to improving outcomes for children, families, and 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.
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<sup>i</sup> 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.

<sup>ii</sup> 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

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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.