

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	Service Manager – Specialist Mental Health Services Central			
Reports to	General Manager, West Coast Professional - DON or DAHST, West Coast + Regional Director Mental Health, Addictions & Intellectual Disability			
Location	Greymouth			
Department	SMHS, HSS, West Coast			
Direct Reports	12		Total FTE	52
Budget Size	Opex	\$8million	Capex	N/A
Delegated Authority	HR	Yes	Finance	Yes
Date	August 2026			
Salary band (indicative)ⁱ	True IEA			
Children's Worker roleⁱⁱ	Yes			

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 Service Manager is responsible for the business management for Mental Health & Addictions Services in the Central Locality. They contribute to West Coast-wide service planning, coordination and strategic initiatives, by collaborating with leadership in the other localities to ensure a consistent and integrated West Coast approach.

The Service Manager works in a management partnership with the Clinical Director Mental Health and the other members of the MH leadership team. The Service Manager leads service planning, workforce development, financial stewardship, service improvement, quality and risk management, and implementation of innovative models of care that support integrated service delivery across primary, community, NGO, Kaupapa Māori, and specialist mental health and addiction services.

In partnership with the Clinical Director MH, the role ensures the delivery of safe, equitable, recovery-focused, person and whānau-centred services that meet the needs of rural

communities and align with Health New Zealand priorities, Te Tiriti o Waitangi obligations, and national and regional service expectations.

The Service Manager is a key model of care system leader within Connecting Care | West Coast Health. The vision is to deliver a recovery-oriented, collaborative, and community-based model of care that spans primary care, NGO services, Kaupapa Māori providers, and specialist mental health services. This integrated approach ensures people receive comprehensive, coordinated, culturally safe, and responsive care throughout their wellbeing journey.

This model recognises that people live, grow, and thrive as individuals and as members of whānau, communities, and the wider environment. Strengthening community connections supports the prevention of mental distress, enables earlier and more effective intervention, and promotes positive mental health and wellbeing.

As a member of the District Leadership Team and Mental Health Leadership Team, the Service Manager contributes to strategic planning and system-wide development, ensuring services remain sustainable, accessible, responsive, and connected across the rural health system.

The Service Manager champions equity, recovery, lived experience perspectives, and collaboration to improve outcomes for consumers, whānau, and communities throughout Te Tai o Poutini West Coast.

Key Responsibilities

- Provide effective operational leadership for Mental Health & Addictions Services Central Locality and supports the organisation's strategic direction across the West Coast.
- Ensure delivery of safe, high-quality, recovery-oriented and culturally responsive services.
- Improve equitable access, service integration, and health outcomes for West Coast communities.
- Lead workforce planning and development to support a sustainable rural workforce.
- Manage financial performance and resources within delegated authority.
- Drive service innovation and implementation of integrated models of care.
- Ensure effective quality, risk, compliance, health and safety, and emergency management systems.
- Build strong relationships with iwi, Māori health providers, primary care, NGOs, community partners, consumers, and whānau.
- Champion Te Tiriti o Waitangi and support initiatives that improve Māori health outcomes and reduce inequities.
- Support the development of a resilient and sustainable rural health system.
- Represent Mental Health & Addictions services in local, regional, and national forums, advocating for rural health priorities and service advancement, in the context of rural generalism.

Key Result Area	Expected Outcomes / Performance Indicators
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.

Key Accountability Areas

Strategic Leadership and Service Development

In partnership with the Clinical Director MH, accountable for:

- Developing and implementing service plans that align with local, regional, and national priorities.
- Supporting delivery of the Connecting Care model and integrated rural healthcare pathways.
- Leading service redesign and innovation initiatives that improve service accessibility and sustainability.
- Contributing to district and regional Mental Health & Addictions strategic planning.
- Ensuring services respond effectively to changing community needs and rural health challenges.

Success Measures

- Service plans achieved within agreed timeframes.
- Sustainable service models implemented.
- Improved access, experience, and outcomes for consumers and whānau.
- Successful implementation of service improvement initiatives.

Financial and Resource Management

Accountable for:

- Managing service budgets and financial performance.
- Monitoring expenditure and implementing corrective actions where required.
- Leading workforce and resource planning activities.
- Developing business cases and investment proposals.
- Ensuring efficient utilisation of funding and resources across service areas.

Success Measures

- Services operate within approved budgets.
- Financial risks identified and addressed early.
- Resources allocated effectively to meet service demand.
- Productivity and efficiency targets achieved.

Workforce Leadership

Accountable for:

- Leading recruitment, retention, succession planning, and workforce development.
- Supporting the growth of a skilled and sustainable rural workforce.
- Managing staff performance, development, and wellbeing.
- Promoting a culture of inclusion, accountability, and continuous improvement.
- Supporting professional supervision and leadership development across multidisciplinary teams.

Success Measures

- Workforce vacancies actively managed.
- High levels of staff engagement and wellbeing.
- Performance reviews completed within required timeframes.
- Workforce capability aligns with service needs.

Quality, Risk and Clinical Governance

In partnership with Clinical Director MH, accountable for:

- Ensuring robust quality and risk management systems.
- Supporting clinical governance structures alongside clinical and professional leaders.
- Maintaining service risk registers and implementing mitigation strategies.
- Monitoring incidents, complaints, and quality indicators.
- Ensuring compliance with legislation, standards, accreditation requirements, and organisational policies.

Success Measures

- Compliance requirements achieved.
- Risks effectively managed and monitored.
- Continuous quality improvement initiatives implemented.
- Service quality indicators demonstrate improvement.

Access, Equity and Te Tiriti o Waitangi

Accountable for:

- Promoting equitable access to services across geographically dispersed communities.
- Supporting culturally safe practice and service delivery.
- Partnering with iwi, hapū, whānau, and Māori health providers.
- Leading initiatives that address health inequities and improve Māori health outcomes.
- Embedding Te Tiriti o Waitangi principles into service planning and decision-making.

Success Measures

- Equity objectives achieved.
- Improved Māori access, experience, and outcomes.
- Strong partnerships with Māori stakeholders.

- Evidence of culturally responsive service delivery.

Consumer, Whānau and Community Partnerships

Accountable for:

- Building collaborative relationships with consumers, whānau, NGOs, community agencies, and primary care providers.
- Promoting lived experience leadership and recovery-oriented practice.
- Supporting integrated care pathways across services and sectors.
- Responding effectively to complaints, feedback, and stakeholder concerns.

Success Measures

- Strong stakeholder relationships maintained.
- Consumer and whānau engagement evident in service development.
- Positive feedback from service users and partners.
- Improved service integration across the health system.

Rural Health System Leadership

Accountable for:

- Supporting innovative approaches to rural service delivery.
- Strengthening collaboration between specialist, primary, community, and regional services.
- Advocating for rural service priorities at district, regional, and national forums.
- Supporting recruitment, retention, and development of the rural health workforce.

Success Measures

- Improved service integration across rural settings.
- Strong regional partnerships established.
- Rural service sustainability initiatives progressed.
- Effective representation of West Coast priorities.

Health, Safety and Emergency Management

Accountable for:

- Leading health, safety, wellbeing, and emergency preparedness activities.
- Ensuring all staff complete mandatory training requirements.
- Monitoring hazards, incidents, and corrective actions.
- Supporting business continuity and emergency planning processes.
- Creating a culture where safety and wellbeing are prioritised.

Success Measures

- Health and safety compliance maintained.
- Mandatory training targets achieved.
- Emergency plans reviewed and tested annually.
- Incidents managed and investigated appropriately.

Leadership Expectations

The Service Manager will demonstrate:

- Visible and values-based leadership.
- Commitment to recovery-oriented and person-centred care.
- Strong understanding of rural healthcare delivery.
- Commitment to Te Tiriti o Waitangi and health equity.
- Collaborative partnership with clinical leaders and community stakeholders.
- Strategic thinking and sound operational decision-making.
- Financial accountability and responsible stewardship of resources.
- Courageous leadership, innovation, and continuous improvement.
- A commitment to creating a workplace where people feel valued, supported, and able to thrive.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Recovery oriented leadership that elevates lived experience and upholds human rights in alignment with Connecting Care model.
- Builds high-performing teams and leadership skills 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
• Iwi, hapū, whānau, and Māori health providers. • Community and non-government organisations (NGOs). • Primary care providers and the West Coast Primary Health Organisation. • Regional specialist mental health services, including Canterbury services. • Health sector partners, government agencies, and regulatory bodies. • New Zealand Police, unions, and other community stakeholders. • South Island and national mental health and addiction networks. • Social sector providers, community groups and other partners who contribute to community wellbeing.	• District Leadership Team and Mental Health Leadership Team. • Clinical leaders, including Clinical Directors, Director of Nursing, Director of Allied Health, Scientific & Technical, and other professional leaders. • Nurse Director Operations, Nurse Director Workforce, Workforce Development Team (WFDT), and Centralised Recruitment Team. • Lived experience leaders. • Mental Health & Addictions services across the West Coast. • Integrated Family Health Services and wider Health New Zealand teams. • Hauora Māori, Quality, Finance, People & Capability, and Workforce Development teams. • Consumers, whānau, carers, and multidisciplinary teams.

About you – to succeed in this role

You will have

Essential:

- Relevant health professional qualification with a current Annual Practising Certificate (APC) and registration appropriate to the profession.
- Senior leadership and management experience within Mental Health & Addictions services, preferably with experience in system transformation.
- Proven experience in operational management, service planning, workforce leadership, and change management.
- Experience managing service performance, quality improvement, risk, and regulatory compliance.
- Strong financial and business management capability, including budget oversight and resource management.
- Experience building effective partnerships with clinical leaders, iwi, community providers, and external stakeholders.
- Demonstrated success leading service development, integration initiatives, and organisational change.
- Full New Zealand Driver Licence.

Desired:

- Relevant postgraduate qualification (or working towards one).
- Leadership experience within partner agencies/

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.
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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.