

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	Quality Facilitator, Older Persons Health & Rehabilitation
Reports to	Quality Manager, Older Persons Health & Rehabilitation
Location	Burwood Hospital
Department	Quality and Patient Safety
Date	01/09/2026
Salary band (indicative)ⁱ	SP 16
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 primary purpose of the role is to:

The Quality Facilitator is responsible for supporting the delivery of national, regional and district level priorities for quality improvement and patient safety.

In collaboration with Service leaders (clinical and non-clinical) the Quality Facilitator provides support for the ongoing development and implementation of quality and risk management practices which ensures effective structures and processes are in place to deliver safe, high quality care.

The key deliverables are –

- To help drive an organisational culture of innovation, transformation and continuous quality improvement.
- That local improvement programmes and projects are robust and based on best practice and evidence (where this is available).
- To Support clinical risk management processes including incident and risk management reporting and analysis. Assists with implementing processes to prevent adverse events, improve patient safety, and ensure the quality and effectiveness of healthcare services.
- To use science of improvement guidance, training and tools to promote a culture of innovation and improvement supporting care delivery.

- Promote service level consumer engagement, coordinate consumer involvement and codesign as able, assist with consumer experience analysis to inform care delivery and improvement activities.
- To advise on the implementation and review of structures and processes for clinical governance in order to deliver safe, high quality care.

Key Result Area	Expected Outcomes / Performance Indicators
Promotes a culture of innovation and continuous improvement across and within Services	• National, regional and district priorities for Quality and Patient Safety are embedded at the service level. • Programmes and initiatives are based on best practice and evidence (where available). • Advocates for and models the use of improvement methodologies, tools and techniques to drive positive change. • Planning, monitoring, evaluation and reporting on quality is embedded in service level processes. • Patient centred practice and consumer participation is evident in the development, implementation and evaluation of evidence-based initiatives. • Guidance is provided for audit and feedback mechanisms. • The use of benchmarking and measurement is encouraged (internally and externally). • Forms collaborative working relationships with key stakeholders to facilitate staff involvement and commitment to the quality culture within the service and the organisation as a whole. • Facilitates local training for staff on quality improvement and patient safety. • Promotes effective teamwork, communication and shared learning as key components of a culture of safety. • Clinical Governance activities are in place to monitor and improve patient experience and outcomes.
Supports risk management processes including, incident investigation and analysis, complaint review, risk identification and mitigation strategies.	• System safety and learning is promoted including the application of the Incident Reporting Policy, Open Disclosure Policy and principles of a Just Culture and restorative practices • Learning Review investigations are undertaken as outlined in adverse events policy and procedures. • Assists with complaint reviews as requested. • Assists with the identification, documentation and mitigation of risk issues in line with the risk management framework. • Ensures learning is embedded across the service/area of responsibility through the dissemination and follow-up of recommendations arising from consumer feedback, serious events, incident reporting, complaints etc with the clinical teams.

	- As a result of incident/complaint reviews, assists services in the identification of areas for further improvement, education opportunities, audit activities, or the need to undertake further analysis. - Ensure the organisation is outward looking and incorporates the recommendations from external bodies such as Coroners reports, HDC Complaints report, ACC reports and Enquiries etc into practice.
The Quality Facilitator is actively involved in patient safety and improvement projects.	- Assists with the design and implementation of local improvement projects across a service or division. - Ensures project management methodology is followed. - Supports implementation of project recommendations in a way that promotes positive approach to change and ensuring service improvements are sustained. - Assists services to “showcase” and share learning of improvements.
The Quality Facilitator fulfils the role of Certification/Accreditation Coordinator for the service.	- Provides advice, delivers targeted education and ensure effective communication processes are in place to assist with the participation in Certification/Accreditation programmes. - Assists with the preparation for onsite internal and external surveys/audits, gathering evidence of achievements and submitting relevant documentation. - Educates Services on the relevant standards and requirements. - Works with key staff to ensure accreditation/certification action plans are developed, implemented and monitored.
Other	Performing other duties considered to be within the scope of this role as agreed by you and your manager

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.

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.
- When deadlines are not able to be adhered to

Relationships

External	Internal
	- Clinical and non-clinical leaders - Service Managers / Project Managers - Patient Experience Service - Nurse Educators and Clinical Nurse Specialists - Clinical Quality Leads - District Quality and Risk teams - Quality Teams / Document control

About you – to succeed in this role

You will have

Essential:

- Health Professional background (an active practicing certificate is not essential) **OR** proven experience at a senior level in healthcare working in Continuous Improvement
- Extensive knowledge and experience working in the health sector (8-10 years)
- Familiar with Health NZ patient information systems
- Evidence in skills of leadership/mentoring roles.
- Previous experience in quality improvement/project management

Desired:

- Holds a relevant tertiary qualification (undergraduate or post graduate)
- Quality Management related qualifications
- Knowledge of Health and Disability Sector Standards, Certification or Accreditation Programmes.
- Demonstrated knowledge, understanding and application of the principles underlying Quality Improvement, Change and Risk Management
- Medium level of computer literacy and report writing skills]

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.