

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	Neurosurgery, Neurology, Cardiothoracic and Vascular Team Leader		
Reports to	Elitia Wood		
Location	Christchurch Hospital		
Department	Neurosurgery, Neurology, Cardiothoracic and Vascular		
Direct Reports	27	Total FTE	1.0
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	DD-MM-YYYY		
Salary band (indicative)ⁱ	SP		
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:

Work alongside the administrative team providing technical advice and expertise, guiding the team to deliver in an effective, efficient and high-quality manner, alongside handling a portfolio of tasks. The team leaders maintain patient flow and meet the ongoing changing needs of the services.

Specifically, the Team Leader is responsible for:

- Supporting the development of a team culture which ensures that the patient is at the centre of our work.
- Supporting the clinical team and patient flow by supervising the delivery of a continuous, high-quality service.
- Have a specific focus on Ophthalmology services inpatient administration
- Working with team members to support an equitable spread of work.

- Working with the team to support engagement with clinical staff and ensuring that expectations of service are aligned with resources.
- Ensuring that up to date and complete documentation is maintained for all administrative processes and procedures in conjunction with the quality framework.
- Monitoring activity to ensure agreed processes and procedures are adhered to and result in a high level of data and systems integrity.
- Team members are supported to be effective and efficient in their roles through the provision of orientation, training and coaching.
- Administration outputs and outcomes are measured through monitoring of agreed key result areas to provide reporting as necessary, and to identify improvement opportunities that will increase both the quantity and quality of the patient experience.
- Resolve patient and staff complaints or incidents in a timely and people-centric manner ensuring that the root cause of the concern is identified, and actions taken to prevent or mitigate the situation in the future.
- Contributing to project activity to support timely, quality and cost-effective delivery.
- 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.

Culture and People 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
• Outsourced providers	• Service managers for each service • Clinical Directors for each service • Service Managers PA's

About you – to succeed in this role

You will have

Essential:

- At least 2 years supervisory experience of a small to medium team
- Proven success in an administrator role
- Demonstrated strong customer focus.
- Intermediate user of Outlook Mail, and Microsoft Word and Excel
- An expert SI PICS (South Island Patient Information Care System) user
- Knowledge, understanding and ability to apply Health NZ Planned Care (or Elective Services Guidelines)
- Experience with data management and information systems
- Exceptional diplomacy and interpersonal skills ability to facilitate sensitive issues
- when necessary, negotiating and influencing.
- Demonstrated success in leading and delivering on improvement initiatives

Desired:

- Experience working in a tertiary hospital
- Qualification in people management or business/information processes

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.
-

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.