

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	Clinical Manager- Nutrition and Dietetics, Christchurch Hospital		
Reports to	The Director of Allied Health, Christchurch Campus		
Location	Christchurch		
Department	Allied Health		
Direct Reports	Approx. 43	Total FTE	25
Date	September 2026		
Salary band (indicative)ⁱ	Allied, Public Health, Scientific & Technical collective agreement- Designated Position Team Leader - Band D, Tier 1		
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: lead and manage effective service delivery of the Nutrition and Dietetics service on the Christchurch Campus.

[The role will Provide strategic, professional, clinical, and operational leadership to ensure the delivery of sustainable, high-quality health services that advance organisational priorities and improve consumer outcomes. The role leads workforce and service development, drives excellence in professional practice, and promotes integrated, interdisciplinary models of care across designated services and professions. As a senior allied health leader, the position is accountable for strengthening capability, leading service transformation, and ensuring the delivery of safe, effective, and person-centred care that meets local, regional, and national expectations. The role will provide strategic, professional, clinical, and operational leadership to ensure the delivery of sustainable, high-quality health services that advance organisational priorities and improve consumer outcomes. The role leads workforce and service development, drives excellence in professional practice, and promotes integrated, interdisciplinary models of care across designated services and professions. As a senior allied health leader, the position is accountable for strengthening capability, leading service transformation, and ensuring the delivery of safe, effective, and person-centred care that meets local, regional, and national expectations.]

Key Result Area	Expected Outcomes / Performance Indicators
Responsible for facilitating quality standards of consumer care.	• Establish effective and efficient systems to manage caseloads in line with operational expectations. • Provide case supervision, as appropriate, and problem solving to support the inter-disciplinary team with their case management. • Protocols and quality standards specific to the team are developed and maintained with performance measurements against these standards. • Provide clinical leadership that ensures team members sensitively and appropriately deal with patient rights, address ethnicity needs and personal and cultural considerations. • Facilitate and provide a clear expectation that staff will provide an assessment and rehabilitation service from evidence based perspective and best practice. Clients/consumers are encouraged to take as much responsibility as possible for their own health and wellbeing. • Promote a service delivery approach that ensures clients/consumers, their family/whanau and carers are appropriately advised about the care and treatment needs, options and probable outcomes. Rehabilitation planning is achieved in partnership with clients and their family/whanau/carers. • Ensure appropriate links are established and continually strengthened with Primary Care and all other relevant community providers. • Ensure safe service delivery is maintained by having systems in place to manage staff leave and vacancies. • Regular auditing and review of documentation undertaken to ensure quality standards are being met. • Regular reporting requirements of contract volumes and finances are undertaken on time and with a high degree of accuracy and understanding. • Recognition of and proactive approach taken to systems improvements across the sector that improves client outcomes, efficiency for staff and fiscal effectiveness.
Responsible for encouraging and facilitating staff development.	• Work in partnership with profession specific Team Leaders (TL) and Clinical Managers regarding all aspects of staff professional development. • Ensure the Performance Appraisals (Success and Development Plans) are completed in a timely manner in line with Health NZ policy and show any education / training and developmental needs as well as goal setting. • On the job educational and training opportunities are provided for staff to meet identified personal, professional and service needs and requirements including support for clinical supervision and peer review. • Undertake responsibility for the recruitment of all staff in the team in partnership with the TL and in line with Health NZ procedures. • In conjunction with TLs co-ordinate the orientation programme for new staff.

	• Attention is paid to opportunities for succession planning. • Performance management of all staff in the team.
To provide leadership capability that builds and maintains a supportive work environment and provides effective day to day management of the Allied Health teams.	• Team members maintain: • A common sense of team purpose and culture that is consistent with the overall objectives of Allied Health • A clear understanding and willingness to perform their role and accountabilities to high standards of professionalism; • Up to date knowledge and skill that facilitates involvement in teams beyond their personal role. • The team is staffed with competent personnel recruited with robust selection methods relevant to their roles and team members achieve clear performance accountabilities. • Compliance with Health NZ P&C and other policies is maintained. • Workloads are managed appropriately across team members. • Conflict is managed in a proactive manner and any unresolved conflict does not have an operational impact on service delivery or individual team members. Staff report high levels of engagement and involvement in the work and contribute to decision making of the wider team. • Establish effective lines of communication within the team and across all disciplines. • Encourage and facilitate team members to participate with quality improvement initiatives and ideas for improvement in service delivery and to adopt the principles of lean thinking. • Provide support and education to assist staff to adopt and utilise new systems and processes. • Encourage and expect close collaboration with other teams and Health NZ services across Waitaha Canterbury/ Te Waipounamu / South Island. • Ensure the team is kept informed and supported through any change process. • Lead workgroups and meetings as required. • Represent Nutrition and Dietetics as requested in a variety of related forums
Provide effective financial and risk management of the team budget.	• Work with the Director of Allied Health to proactively manage the budget. • Complete monthly budget reporting as requested. • Contribute to the development of the annual budget and Capex. • Ensure service expenditure is maintained within the prescribed boundaries. • Investigate and effectively manage variations in the budget and provide timely and accurate reports. • Highlight potential for efficiencies.
Participate effectively as part of the Allied Health Leadership Team and other profession	• Works cooperatively with groups to effect service development and quality initiatives • Works cooperatively and supportively with the Allied Health Leadership Team members in partnership to implement identified service improvements across Allied Health. • Works with Regional and National Professional Groups and contributes to achieving shared priorities.

specific Leadership Forums.	
Responsible for promoting Nutrition and Dietetics Service in a positive manner.	• Facilitate staff treating the public with courtesy and to develop excellent working relationships with other services. • Liaison relating to individual consumer needs is undertaken with external organisations and other health services. • Co-ordinate communication around complaints and the process of complaints to staff and consumers and informing the Service Manager & Director of Allied Health. In conjunction with Service Manager, co-ordinate management of complaints as per Health New Zealand policy.

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

Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Patients, their whanau and their support networks • Home based support providers and NGOs • Primary Care organisations • Agencies across Aotearoa New Zealand • Other external agencies who support the client group	• Clinical Managers and Team Leaders, and Medical Team • Wider Christchurch Campus staff • Planning & Funding Staff • Health New Zealand Te Whatu Ora Waitaha support services e.g. Payroll, P&C • National & Regional Professional Leaders Groups

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification and current practicing certificate.
- Experience in implementing Te Tiriti o Waitangi in action.
- Demonstrated successful leadership experience and the ability to work as part of a team.
- A knowledge of the health sector and issues effecting older persons health clients and disability service users.
- A high level of verbal, written and numeric skills.
- Ability to use computer-based programmes including the Microsoft suite and email.

Desired:

- [Previous experience of interdisciplinary team management in a hospital setting and a commitment to clinical governance.

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.