

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	Supervisor
Reports to	Team Leader
Location	Christchurch Hospital
Department	Gastroenterology, Respiratory, Rheum/Imm, IMS, Nephrology (GRRIN) Cluster

Direct Reports	14-18 Shared	Total FTE	14-18 Shared
Date	01-09-2026		
Salary band (indicative)ⁱ	Band 6, Steps 1-7		
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 Supervisor provides day-to-day supervision of an administration 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 Supervisor supports the Administrative Team Leader to maintain patient flow and meet the ongoing changing needs of the Cluster/Service. This position has shared responsibility for delivering the organisations Health Targets ensuring that all staff are adhering to the National Booking Guidelines.

Specifically, the role is responsible for:

- Supporting the clinical team and patient flow by supervising the delivery of a continuous, high-quality service.
- Supporting the development of a team culture which ensures that the patient is at the centre of our work.
- Working with the Cluster Team Leader 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 Coordinator.

- 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.
- Patient and staff complaints or incidents are managed 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.]

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

(This section is applicable only to leadership roles – do not amend. Delete for non-leadership roles.)

To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads People leadership focus:

A person with this leadership focus is someone that either has direct line management responsibilities for team members or coordinates or supervises others. Their core focus is to support, enable and develop our people.

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of Te Tiriti o Waitangi and implements the DHB's vision of ensuring equitable outcomes for Maori.
- **Enhancing People Performance** - Improve performance and bring out the best in people; to deliver high quality results for patients.
- **Enhancing Team Performance** - Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
- **Achieving Through Others** - Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
- **Identifying and Developing Talent** - Encourage and support diversity and build the people capability required to deliver outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

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.
- [Guideline Breaches
- ESPI2 Breaches

Relationships

External	Internal
<ul style="list-style-type: none"> • [Community Services • NGOs • Regional Service Teams] • Consumers and family/Whanau 	<ul style="list-style-type: none"> • [Cluster Team Leader • Co-Supervisor • Administrative Team Members • Service Manager/Clinical Director] •

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 as a supervisor of an administrative team, kindness and compassion toward staff members.
- An expert SI PICS (South Island Patient Information Care System) user
- Knowledge, understanding and ability to apply MOH Planned Care (or Elective Services Guidelines)
- Experience with data management and information systems
- Experience and familiarity with administrative procedures and tools (e.g., Word processor, Spreadsheet).

- Exceptional diplomacy and interpersonal skills – ability to facilitate sensitive issues when necessary, negotiating and influencing.
- Demonstrated success in leading and delivering on improvement initiatives.
- Demonstrated strong customer focus.

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.
- Demonstrate Emotional Intelligence to teams and colleagues.

Desired:

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

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.