

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Medical Operations Manager (MOM)			
Reports to	Associate General Manager, Surgery & Electives			
Location	Outpatients			
Department	Hospital Group			
Direct Reports	Associate General Manager, Surgery & Electives		Total FTE	30FTE
Budget Size	OPEX	Approx. \$5m	CAPEX	Zero
Delegated Authority	HR	Approx. 30 FTE	Finance	\$25,000
Date	July 2025			
Job band (indicative)	Individual Employment Agreement Grade 21			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Provide day-to-day operational management of the Medical Outpatients teams and Medical Specialties through:
 - Operational Planning
 - Recruitment
 - Staff management and development
 - Financial management
 - Quality assurance
 - Liaison and co-ordination with enabling service
- Provide strategic guidance and direction for the respective teams, with a specific focus on service improvement
- Provide service leadership in conjunction with clinical leadership

Key Result Area	Expected Outcomes / Performance Indicators
Purpose of the position	<ul style="list-style-type: none"> • To actively lead, set and manage the direction of the Medical Services in consultation with the Medical Directorate Leadership Team, relevant physicians and wider clinical manager team. • Is responsible for leadership and operational management of the Medical Outpatient services. • This role will have direct responsibility and accountability, as delegated, from the Associate General Manager, for budget

	<p>control, contractual compliance and reporting to ensure resources are used effectively to manage service provision and organisational risk.</p> <ul style="list-style-type: none"> • This role will be required to lead change within this service and participate in change processes across the wider organisation. • Use organisational processes to identify and escalate any actual or potential risks within the service. • To ensure that the patient episode of care complies with the HDC Consumer Rights. • To ensure and prioritise a focus on patient safety and quality relating to care and processes within the environment. • To operationally and strategically support the ongoing development of Medical Services within Health Services. • Is actively involved with project management and will lead selected service improvement activities as delegated by the respective clinical and management leaders.
Key Deliverables	<ul style="list-style-type: none"> • Delivery of safe and effective services in partnership with clinicians. • Patient flow through the service is actively managed. • Provides support to clinical teams with difficult / complex patient management to support patient flow. • Monitors the department's performance and undertake relevant action as required to ensure services are delivered and actively seeks quality improvement. • Maintains a safe environment for patients, staff and the public including facilities and equipment. • Service delivery and capacity is managed within available resources. • Standards of care are assured and documented. • Build effective relationships with clinical teams within the department and across other departments / directorates.
Safe Staffing	<ul style="list-style-type: none"> • Effectively manages staffing recruitment to maintain safe staffing levels within department. • Effectively manages leave requirements (annual, sick and other leave) ensuring appropriate coverage to ensure staffing levels are maintained. • Ensures rosters are compliant with the relevant collective agreement. • Supports staff on return-to-work programmes with Occupational Health. • Ensures staff are competent, motivated and appropriately trained (including all mandatory training) who are focused on providing the best possible patient care by agreeing accountabilities and standards of performance and regularly

	<p>providing feedback, taking corrective action as appropriate and acknowledging good performance.</p> <ul style="list-style-type: none"> • Performance management of personnel complies with the established organisational policies, in partnership with relevant professional leads. • Ensures all staff maintain professional registration as required.
Quality Systems	<ul style="list-style-type: none"> • Systems are in place to facilitate continuity of quality patient care, during the patient journey. • Ensures event and complaints reviews are actively managed including implementation of recommendations / outcomes. • Implements quality initiatives / drives project implementation requirements.
Business Management	<ul style="list-style-type: none"> • Manages budget as delegated for department. • Contributes to annual and service planning.
Key Attributes	<ul style="list-style-type: none"> • Effective communication skills. • Positive attitude with problem solving focus.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance

	<p>management drive achievement of the organisation's strategic and business goals.</p> <ul style="list-style-type: none"> Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
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.

Matters which must be referred to the ASSOCIATE GENERAL MANAGER, SURGERY & ELECTIVES

- Variation from agreed service levels
- Significant staff non-performance or issues that could lead to non-performance in partnership with the relevant professional lead e.g., Director of Nursing, Director of Allied Health
- Variations from budget
- Patient and staff complaints or events (SAC 1 and 2)

Relationships

External	Internal
<ul style="list-style-type: none"> • Other service providers • Primary and NGO sector • Regional/other Health NZ services • Health Quality and Safety Commission 	<ul style="list-style-type: none"> • Hospital Group Leadership Team • Clinical teams • Senior medical staff • Visiting Clinicians • Resident medical officers • Health Service Managers and teams across Health NZ - Hawke's Bay services and specialist community and regional services • Health Service Support services • Integrated Operations Centre / Duty Managers • Chief Nurse • Chief Allied Health Professions Officer • Allied Health Director • Nurse Manager Emergency Department / ICU / Transport • Nurse Manager Perioperative Services

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and/or post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- Proven customer service skills.
- Previous experience in similar role.
- Proven ability to work within multidisciplinary team.
- Proven problem solving and communication skills.

Business / Technical Skills

- Sound knowledge of IT programmes e.g., word, excel, etc.
- An understanding of business and financial principles.
- An understanding of continuous quality improvement.
- An understanding of HR process & performance management.

Desired:

- Post graduate qualification
- Ongoing tertiary study plans to broaden skill set relevant to health.
- Experience with budget and financial management.

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills.

You will be able to Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Manages both Nursing and Allied Health staff within the Medical Outpatient services.
- Works within the multidisciplinary team to provide education, policy management and strategic planning for managing workflow, interventional services and wait lists.
- Effectively managing time and prioritising workload to ensure project work is completed within the agreed time.

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.