

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

<b>Title</b>	Call Centre Team Leader			
<b>Reports to</b>	Nurse Manager, IOC			
<b>Location</b>	Fallen Soldiers Memorial Hospital, Hastings			
<b>Department</b>	Support Services			
<b>Direct Reports</b>	TBC		<b>Total FTE</b>	TBC
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b>	Nil
<b>Delegated Authority</b>	<b>HR</b>	Nil	<b>Finance</b>	Nil
<b>Date</b>	28 July 2025			
<b>Job band (indicative)</b>	In accordance with National Health Administration Workers Collective Agreement Designated Band 7 per annum according to qualifications and relevant experience pro-rated for hours worked.			

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.

## **Our Team**

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As a member of the Call Centre Service, this role has shared accountability for:

- Ensuring an effective and efficient 24/7 call service to Te Matau a Māui, Hawke's Bay customers, including provision of critical management support for internal and civil emergencies as outlined in the Emergency Control plans and as directed by Emergency management (or something similar). This service provide first point management of hospital critical alarms and emergency response.

## **About the role**

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The Call Centre Team Leader is a working leader who actively participates in the call centre roster while also providing day-to-day team leadership and support to the team.

The Team Leader ensures that all calls, alerts, and notifications are handled promptly and accurately, in accordance with established protocols and service standards. This includes responsibility for ensuring high standards of service across a wide range of critical functions, including emergency line monitoring, alarm response, orderly requests, security requests, remote worker safety, and on-call rostering. The role requires strong leadership, decision-making, and communication skills to ensure service consistently and reliably manages escalations, coordinates with hospital departments, and ensure compliance with procedures such as e-text notifications, SMO leave tracking, and Cortex alert processing 24/7. The Team Leader fosters a culture of responsiveness, accountability, and continuous improvement within the team.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Call Centre Team Leadership</b>	<ul style="list-style-type: none"> <li>• Provide professional leadership, managing all aspects of the Call Centre to ensure the needs of patients, families and staff are met</li> <li>• Building and enhancing the overall capability of the team to ensure the quality and consistency of practices in relation to the team's work. Identify training needs and performance improvements for the Call Centre staff.</li> <li>• Ensure all staff [new and existing] are orientated, trained, competent and understand the standard operating procedures [SOP's] for key processes and escalations.</li> <li>• Payroll roster and leave processes are managed effectively</li> <li>• Effectively utilise people resources</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Monitoring &amp; Reporting of Call Centre Service Delivery &amp; Performance</li> <li>• Emergency activation reporting</li> <li>• Monitor, audit &amp; continuously improve Call Centre Operating Procedures and knowledge base articles</li> <li>• Ensure continual staff training and regular event simulation testing is completed</li> <li>• Authorise Knowledge Base Articles and standard operating procedures [SOP's] are developed and maintained</li> <li>• Manage Staff Rostering, Training and Absences to provide the correct level of cover required</li> </ul>
<b>Call Centre Team Member</b>	<ul style="list-style-type: none"> <li>• Effectively manage all contact methods and communication to the Contact Centre, including inbound/outbound calls, emails and SMS messaging</li> <li>• Ensure incoming calls are answered in a professional, timely and customer focussed manner within key performance indicators</li> <li>• Monitor and manage critical alarms following documented process</li> <li>• Respond to emergency calls following agreed documented process</li> <li>• Monitor Get Home Safe in accordance with agreed documented process</li> <li>• Ensure all solutions or new information is documented and captured on the Knowledge Base</li> <li>• Identify and provide detailed information when gaps are identified</li> <li>• Communicate effectively to ensure Security Requests are appropriately redirected</li> <li>• Communicate effectively to ensure Orderly Jobs are appropriately redirected</li> <li>• District wide communication as directed by Duty Manager or delegate.</li> <li>• Activate internal emergency processes initiated via the internal emergency line or via instruction from emergency/executive management or as request by manager</li> </ul>

	<ul style="list-style-type: none"> <li>• Activate civil emergency procedures as instructed by Emergency/Executive Management and as outlined in the Emergency Control plans</li> <li>• Keep accurate records of emergency activations</li> <li>• Report on emergency activations</li> </ul>
<b>Systems</b>	<ul style="list-style-type: none"> <li>• Regularly review Call Centre systems, updates and provide training</li> <li>• Liaising with staff, Data, Digital teams and Vendors to ensure the systems and technologies within Call Centre are fit for purpose and able to be used to its fullest capacity. Act as the Systems Administrator and Service Expert for systems within the Call Centre.</li> <li>• Act as the Systems Administrator and Subject Matter Expert for systems within the Call Centre, training staff, testing and implementing upgrades as required.</li> <li>• Identify issues and use data to form business insights and recommend improvements to system use</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Culture and People Leadership</b>	<ul style="list-style-type: none"> <li>• Leads, nurtures and develops our team to make them feel valued.</li> <li>• 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.</li> <li>• 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.</li> <li>• Implements and maintains People &amp; Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals.</li> <li>• 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 &amp; strengthened.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>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.</li> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

**Matters which must be referred to the Nurse Manager, Integrated Operations Centre or delegate**

- Emergency Response matters escalated in accordance with Knowledge Base Articles and standard operating procedures [SOP's]

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>General Public</li> <li>Emergency Responders</li> <li>Vendors</li> <li>Emergency Responders</li> <li>External Clinical personnel e.g. GP Practices, other NZ private and public hospitals, NGO's</li> </ul>	<ul style="list-style-type: none"> <li>Duty Managers</li> <li>Orderly &amp; Security Services</li> <li>Remote workers – Health NZ   Te Matau a Maui. Hawkes Bay</li> <li>Health NZ enabling functions</li> <li>All Health NZ   Te Matau a Maui, Hawkes Bay staff</li> </ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Certificate in Administration - NZQA Level 4 or equivalent.

- Broad experience in administration roles (ideally 7 – 10 years)
- A strong commitment to delivery of a quality customer focused service.
- Experience leading others
- Call Centre experience
- Experience monitoring and escalating business critical alarms, communication, safety protocols and emergency response plans.
- Excellent skills in communications and interpersonal relations
- Ability to challenge administrative practices and applies continuous quality improvement
- Sound knowledge of Microsoft Excel and Word
- High level of self-motivation
- High level of communication skills and an eye for detail
- Positive attitude with problem solving focus

**You will be able to      Essential:**

- Demonstrates the ability to drive self and others to deliver results e.g. MOH targets, KPI's, service plans
- Consistently and constantly fosters joint problem solving and decision making across the team and wider
- Communicate effectively by listening and adopting communication style to the situation
- 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:**

- Experience in a healthcare call centre or similar environment

- Previous leadership or supervisory experience in a customer service or call centre setting
- Strong understanding of hospital operations, patient services, and healthcare terminology
- Experience with call centre technologies and systems (e.g., CRM, telephony platforms, workforce management tools)
- Demonstrated ability to manage and motivate a team to meet performance targets and service standards
- Experience in handling escalated patient or customer concerns with professionalism and empathy
- Familiarity with privacy regulations and patient confidentiality standards (e.g., HIPAA or local equivalents)
- Ability to analyze call centre metrics and generate performance reports
- Experience in training and onboarding new staff
- Background in conflict resolution and team development
- Knowledge of scheduling and resource allocation in a fast-paced environment
- Experience working collaboratively with clinical and administrative departments

*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.*