

Position Description

Position	Operations Manager – Radiology (Wellington & Kenepuru Hospitals)
Team / Service	Radiology Services – Wellington & Kenepuru
Group	Blood, Cancer, Pharmacy, Palliative Care & Radiology
District	Capital, Coast & Hutt Valley
Responsible to	Group Manager - Blood, Cancer, Pharmacy, Palliative Care & Radiology
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from multiple locations across the district but primarily Wellington Regional Hospital

Te Whatu Ora

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

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
Mana motuhake	Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
Mana tāngata	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
Mana Māori	Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tōnu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Service Perspective

The Radiology Services provide comprehensive secondary and tertiary level Imaging Services for Inpatients and outpatients in the Wellington, Porirua and Kapiti areas and tertiary level imaging services for the lower North Island and upper South Island region. Services include Angiography, CT, Fluoroscopy, Mammography, MRI, Nuclear Medicine, Ultrasound and General Radiography as well as an interventional suite.

The Hospital Radiology Service is multi-disciplinary, employing Radiologists, Nurses, Administration Support Staff and Medical Imaging Technologists and is also a training institution for Radiology Registrars, MITs and Sonographers.

Purpose of the role

To provide a patient focussed sustainable Radiology Service and have day to day management responsibility including staffing, finances, service delivery targets and patient care.

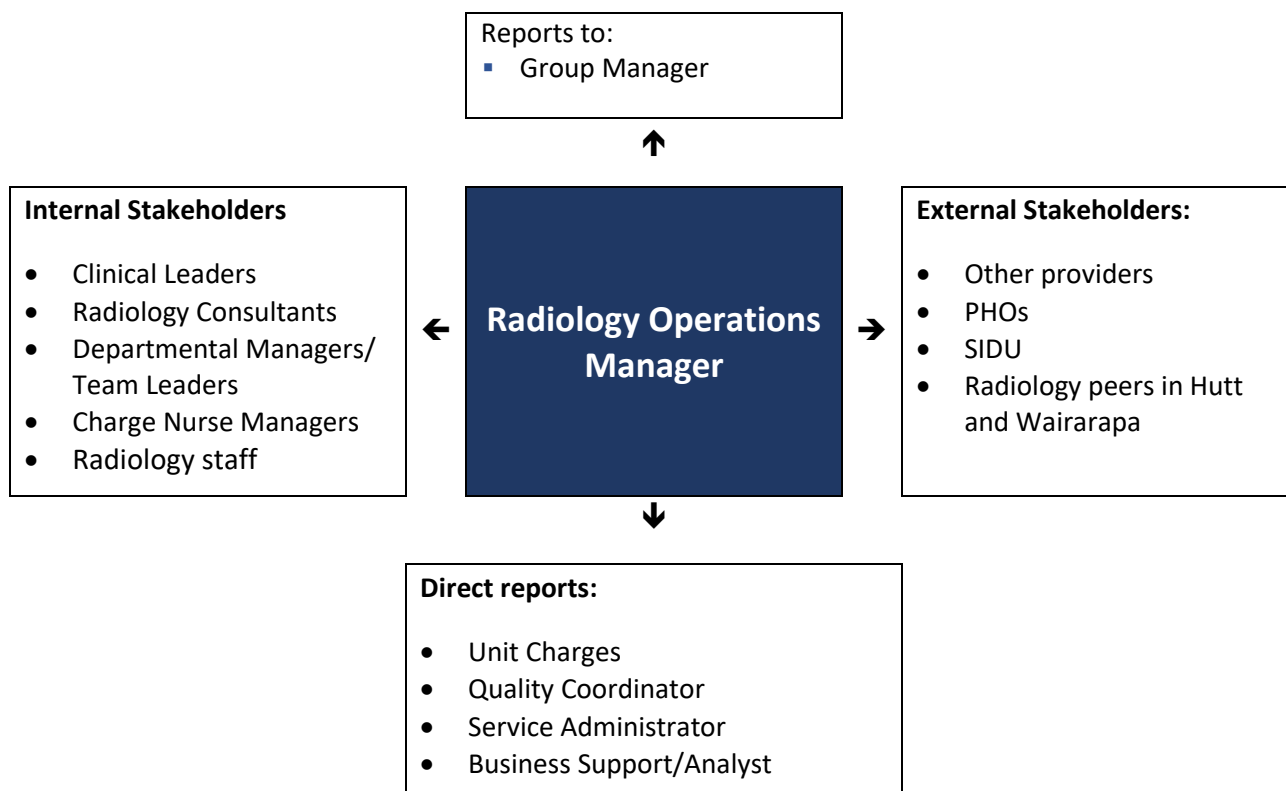
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Staff Leadership & Management	<ul style="list-style-type: none">• Provides leadership to all staff• Day to day staff management as applicable• Where applicable, clear expectations are given to staff about outcome and performance.• Supports the goal setting and implementation for the service/s and ensures that these are reflected in team and individual plans.• Build rapport and encouraging co-operation both within and across work teams.• Responsible for recruitment and retention activities
2. Service Planning	<ul style="list-style-type: none">• Supports and drives the development and implementation of the quality, capital and business plans for the service• Development of contingency and emergency plans as applicable for the service• Development of the annual service plans including Capital expenditure (CAPEX) planning• Supports the development and implementation of any other ad hoc planning activity as may be required for the delivery of a responsive service

Key accountabilities	Deliverables / Outcomes
3. Service Delivery	<ul style="list-style-type: none"> • The service is appropriately staffed and rosters in place to provide a 24/7 service with staff of appropriate skills and qualifications • Monitors performance e.g, compliance with MoH targets • Provide accurate and relevant reporting as required • Takes responsibility for delivering a cost effective service • Build effective and strong working relationships with stakeholders with a particular focus on maintaining a high level of service delivery. • Monitor and manage contract compliance as applicable.
4. Quality & Risk	<ul style="list-style-type: none"> • Ensure compliance to IANZ, ESR, ACC and hospital certification standards. • Ensures an effective quality system is in place and issues are addressed appropriately and timely • Drive and ensure the Service maintains focus on continuous improvement systems, policies, processes and procedures to ensure cost effectiveness, improved efficiency and a consistent approach across the Services and in line with quality standards. • Ensure that risks are identified, communicated and managed effectively, and all policies/procedures are adhered to. • Ensure all work practices, equipment and work areas comply with infections control protocol processes.
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Is actively committed to learning, growing, strengthening and applying Te Arawhiti Māori Crown Relations Capability Framework for the Public Service – • Lead yourself and others to build capability to understand Te Tiriti of Waitangi, mātauranga Māori, and kaupapa Māori and their application to services within your Group • Can build cultural competence, cultural intelligence and cultural safety • Challenges current processes and thinking, leading the development of new thinking that will deliver equitable outcomes with Māori enjoying and achieving health outcomes as Māori. • Prioritises and promotes the implementation of Te Whatu Ora's Māori health strategy and proactively targets Maori health initiatives by which Maori health gains can be achieved
6. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Interpersonal Savvy	<ul style="list-style-type: none"> Relates effectively to a wide range of people – across all levels of the organisation, across professions, and with external stakeholders. Builds constructive, respectful, and collaborative relationships. Uses diplomacy and tact when dealing with sensitive issues. Can defuse high-tension situations calmly and effectively. Demonstrates cultural awareness and works inclusively with diverse teams and communities.
Organising	<ul style="list-style-type: none"> Coordinates people, budgets, equipment, and other resources to achieve service goals. Manages multiple activities concurrently without losing focus on quality or deadlines. Uses resources efficiently, maximising value for the service. Maintains systems, processes, and records so that information is easily accessible and reliable.

Competency	Behaviours
Planning	<ul style="list-style-type: none"> • Accurately scopes the time, complexity, and resource requirements of tasks and projects. • Sets clear objectives, priorities, and success measures. • Breaks work into logical steps and sequences. • Develops schedules, allocates responsibilities, and anticipates potential issues. • Adjusts plans proactively in response to operational changes or risks. • Monitors progress against goals and evaluates results for continuous improvement.
Decision Quality	<ul style="list-style-type: none"> • Makes sound decisions based on analysis, experience, and judgement. • Balances operational needs with clinical priorities, patient safety, and budget constraints • Provides clear rationale for decisions and communicates them effectively. • Sought out by others for operational advice, recommendations, and problem resolution.
Problem Solving	<ul style="list-style-type: none"> • Uses systematic methods to identify and address complex operational issues. • Investigates root causes and considers a range of options before deciding. • Anticipates potential problems and mitigates risks. • Looks beyond immediate symptoms to identify underlying issues • Seeks input from the right people to inform solutions.
Quality & Innovation	<ul style="list-style-type: none"> • Delivers high-quality operational support to enable safe, effective clinical care. • Identifies opportunities to improve workflows, patient experience, and efficiency. • Encourages and trials suggestions from staff and colleagues. • Demonstrates commitment to continuous improvement and personal development. • Uses data and evidence to guide innovation and change.
Negotiating	<ul style="list-style-type: none"> • Negotiates constructively in challenging situations with internal and external stakeholders. • Resolves differences while preserving positive working relationships. • Balances firmness with diplomacy. • Gains trust quickly through credibility and fairness. • Times negotiations and discussions for maximum impact and success.
Operational Resilience	<ul style="list-style-type: none"> • Maintains service continuity during periods of high demand, staff shortages, or equipment downtime. • Responds effectively to urgent and unplanned operational challenges. • Develops contingency plans to minimise service disruption. • Keeps calm and solutions-focused under pressure.
Healthcare Compliance & Safety	<ul style="list-style-type: none"> • Ensures operational activities meet relevant health, safety, and regulatory requirements. • Works with clinical teams to maintain compliance with diagnostic imaging standards and accreditation processes. • Monitors and addresses risks related to patient and staff safety. • Promotes a culture of safety and accountability within the service.

Experience and Capability

Essential qualifications, skills and experience

- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Education to degree level or equivalent qualification and or experience.
- In-depth knowledge in a number of management disciplines acquired through training and experience to degree level or equivalent
- Up-to-date knowledge of the New Zealand Health System
- Proven track record of successful and sustained management in a large organisation
- Successful delivery of significant organisational change
- Experience of managing people and teams
- Experience in developing creative solutions to problems
- Project Management experience

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed