

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	Operations Manager, MHAIDS Operations Centre
Reports to	Group Manager, Mental Health and Addiction Services
Location	Porirua
Department	

Template Note: For non-leadership roles, delete the following rows: **Direct Reports, Total FTE, Budget Size, Delegated Authority.**

Direct Reports	Team Leaders/ Coordinators Clinical Nurse Specialist MHAIDS Duty Managers Administration Staff	Total FTE 2 3 1 4 3	
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	July 2026		
Salary band (indicative)ⁱ	\$150,174 - \$168,946 (SP24, Health NZ IEA Salary Range)		
Children's Worker roleⁱⁱ	No		

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 MHAIDS Operations Centre (OC)

The Operations Centre uses information data, predictive analytics and innovative problem-solving to enhance the experience of tāngata whaiora who use acute mental health services from service entry to exit including in and out of hospital. This includes after hours where the OC have full operational oversight. After-hours management in the MHAIDS Operations Centre have decision making authority in place to support and allocate casual staff when and where their skills and time will be most effectively used.

The Care Capacity Demand Management programme provides an overall service specification for the establishment of an operations centre. These include:

An integrated operations centre is a dedicated space in which operational decisions are made

- *About care capacity demand management*
- *in the moment (and over time)*
- *with the right data and*
- *The right stakeholders in the room.*

Healthcare organisations are complex and dynamic. Therefore operational decisions need to be:

- *Precise - use data to make the right decisions now and in the future.*
- *Agile - change decisions quickly to take advantage of opportunities and threats*
- *Consistent - provide consistent messaging*
- *Fast - take action in the moment.*
- *Effective - balance quality, safety and best use of resources.*

The MHAIDS Operations Centre's main focus is on capacity/demand prediction, aiming to escalate to senior management any issues in an organised and coordinated way and working together as a sector alongside other functions and localities to address any acute issues.

This management role partners alongside the Operations Manager, Acute Inpatient Services After Hours District Hospital Function, Group Manager and Clinical Director of the Mental Health and Addiction Service, and key external stakeholders to deliver care to tāngata whaiora and whānau who require intensive specialist mental health and addiction support 24/7.

Key Result Area	Expected Outcomes / Performance Indicators
	• The Operations Manager, MHAIDS Operations Centre, After Hours District and Hospital Services works in partnership with other Operations Managers and is responsible for calmly and astutely leading their function through significant change while maintaining day-to-day service operations. This includes championing the new vision, values and model of care for the Local Adult Specialist Mental Health and Addiction Service and developing a committed and passionate staff team.
	• Is focussed on capacity and demand prediction, and escalates to senior management any issues in an organised and coordinated way and working together as a function across the system to address any acute issues.
	• A core focus is to reduce the inequities experienced by Māori whānau and other priority populations (e.g., Pacific peoples, disabled people and refugee/migrant communities).
	• Fosters and role models active participation from those with lived experience within the function.

	• Prioritises the development and maintenance of positive, collaborative relationships with external stakeholders – including primary care, peer support and NGO providers - to strengthen service delivery and ensure a smooth continuum of care.
	• Is responsible for developing, maintaining and role modelling good working relationships with other operation managers and clinical leaders within the Local Adult Specialist Mental Health and Addiction Service.
	• Role-models cultural competence and ensures the service is meeting its obligations under Principle 1 - Grounded in Te Tiriti o Waitangi/Whakapapa ki Te Tiriti o Waitangi.
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

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

- 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 to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
 - [Authority to approve capital operational expenditure above the allocated delegation
 - Health and safety matters that require escalation to the MHAIDS Executive Clinical Director or General Manager
 - Operational change decisions that will affect wider MHAIDS services
 - Changes to models of care that will affect the makeup of the workforce
- Proposals that require MHAIDS Senior Leadership Team approval

Relationships

External	Internal
• NGO providers • Primary Care Providers • Locality based providers • Tāngata Whaiora and their whānau • Other district services • Unions • Ministry of Health • Community Interest Groups • Police • Māori providers and stakeholders (including Iwi)	• Clinical Director, Mental Health & Addiction Service • Other LASMHAS Locality Operations Managers and Clinical Leaders • Directors of Allied Health, Nursing and Psychiatry • Professional leaders • MHAIDS HR staff • Management Accountant • Lived Experience Advisory Team • Hospital Managers, including general hospital Operations Managers • Emergency Department • Principal Advisor, Māori • Principal Advisor, Pacific • Manager, Quality & Risk • Occupational Health and Safety • Learning and Development Manager

About you – to succeed in this role

You will have

Essential:

- Relevant tertiary level business qualification or equivalent in health leadership
- Clinical qualification at degree level or above
- Professional registration with current APC

- [Previous Leadership Roles and management experience]
- [Able to lead a change or improvement process,
- An ability to work toward a shared vision and achieve outcomes]
- Experience in implementing Te Tiriti o Waitangi in action.

Desired:

- Valuing the contribution of others
- Managing stakeholder relationships
- Pro-active management to achieve outcomes
- Using data for best practice outcomes
- Devolution of decision making
- A commitment to contribute at a strategic level
- A commitment to promote research
- Broad and lateral thinker who can articulate thinking well at all levels
- Adept at working across established networks and structures
- Emotionally resilient
- Flexible and adaptable
- Proactive and motivated – responds positively to new challenges
- Skilled in time and organisational management
- Works well under pressure – keeps a balanced perspective

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.

Desired:

- Demonstrate activity and decision making that values the contribution of others
- Demonstrate management of sustained relationships and partnerships with external stakeholders
- Demonstrate a proactive approach to achieving outcomes
- Demonstrate an ability to use data to support your arguments and proposals
- Demonstrate a commitment to uphold service values through action

- Demonstrate a commitment to contribute at a strategic level

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.