

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	Quality Advisor
Reports to	Quality Team Leader
Location	Primarily based across Wellington Regional Hospital and Hutt Hospital, with district-wide responsibilities as required.
Department	Quality & Patient Safety Team, Centre of Clinical Excellence
Date	07/07/2026
Salary band (indicative)*	\$81,398 - \$122,098
Children's Worker roleⁱ	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 Quality Advisor plays a key role in supporting quality improvement and patient safety initiatives across the district. The position is responsible for coordinating and facilitating the review of adverse events, partnering with clinical services to identify contributing factors, develop findings, and create recommendations that enhance patient outcomes and reduce future harm.

Working collaboratively with clinical teams, managers, patients and whānau, the Quality Advisor promotes a culture of continuous learning, quality improvement, and patient-centred care. The role also supports the identification of trends, themes, and systemic issues through analysis of incidents and adverse events, contributing to organisational learning and service improvement.

Key Result Area	Expected Outcomes / Performance Indicators
Adverse Event Review	- Coordinate and support the review of clinical adverse events across services. - Guide clinical teams through review processes, ensuring reviews are completed in a timely and robust manner.

	• Collect, analyse, and synthesise information from clinical records, discussions, and relevant documentation. • Facilitate analysis using quality review methodologies. • Work collaboratively with clinical services to identify contributory factors, findings, and recommendations. • Prepare comprehensive reports that clearly articulate findings and opportunities for improvement. • Ensure recommendations are practical, measurable, and focused on patient safety outcomes.
Quality Improvement	• Support the development, implementation, and monitoring of quality improvement initiatives following adverse event review. • Identify recurring themes, patterns, and trends from incidents, complaints, adverse events, and other safety data. • Assist services to evaluate improvement activities and measure outcomes.
Patient Safety & Organisational Learning	• Contribute to a culture that prioritises patient safety, transparency, and continuous improvement. • Support organisational learning by sharing lessons identified through reviews. • Assist in developing systems and processes that prevent, detect, and mitigate patient harm. • Participate in patient safety programmes, projects, and initiatives as required.
Relationship Management	• Build and maintain effective relationships with clinical and non-clinical staff across the organisation. • Work collaboratively with patients, whānau, managers, clinical leaders, and multidisciplinary teams. • Facilitate discussions that may involve sensitive information and differing perspectives. • Provide expert advice and support regarding quality and patient safety processes
Reporting & Documentation	• Produce high-quality written reports • Maintain accurate records of review processes • Monitor and report on the implementation and effectiveness of improvement actions. • Contribute to organisational reporting requirements where required
Te Tiriti o Waitangi	• 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	• Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Relationships

Internal	External
• Centre of Clinical Excellence colleagues and teams • Clinical Directors and Leads • Operations and Service Managers • Charge nurses/midwives and senior nurses • District workforce • Governance Groups and Committees	• Patients & whānau • Other Te Whatu Ora Districts • HQSC • Ministry of Health • Primary Health and other Health Providers

About you – to succeed in this role

You will have

Essential:

- Relevant Health Qualification (e.g., Nursing, Allied Health, Midwifery, Medicine, Pharmacy, or similar).
- Understanding of adverse event and serious adverse event review processes.
- Understanding of New Zealand health legislation, standards, and the healthcare sector.
- Ability to interpret and understand clinical documentation and patient records.
- Proficiency in Microsoft Office applications, particularly Word and Excel
- Strong analytical and critical thinking skills.
- Excellent written communication, including report writing.
- Strong verbal communication and presentation skills.
- Strong relationship-building and stakeholder engagement skills.
- Ability to manage competing priorities and adapt to changing demands.
- Commitment to continuous improvement and patient-centred care.

Desired:

- Knowledge of patient safety and quality improvement principles.
- Experience preparing reports and analysing information from multiple sources.
- Experience in implementing Te Tiriti o Waitangi in action.
- Ability to manage sensitive conversations with tact, diplomacy, and professionalism.
- Ability to facilitate meetings and group discussions.
- Effective organisational and time-management 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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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:

- Deliver high-quality adverse event reviews and reports that support meaningful improvements in care.
- Develop trusted relationships with clinical services and stakeholders.
- Identify trends and opportunities that enhance patient safety and service quality.
- Contribute to a positive culture of learning, openness, and continuous improvement.
- Support the organisation's commitment to equity, excellence, and patient-centred care.
- Help ensure lessons learned are translated into sustainable improvements that reduce harm and improve outcomes for patients and whānau.

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.

ⁱ 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.