

Position Description | Te Whakaturanga ō Mahi Health New Zealand | Te Whatu Ora

Title	Operations Manager, Wellington Locality		
Reports to	Group Manager, Mental Health and Addiction Service		
Location	This position is expected to work at multiple locations across the district but will be based in Wellington close to services within this sector		
Department	MHAIDS, Mental Health & Addictions		
Direct Reports	Team Leaders/ Coordinators Clinical Nurse Specialist Administration Staff	6 5 1 1	
Budget Responsibilities	Opex	Capex	
Delegated Authority	HR	Finance	
Date	To be confirmed		
Salary band (indicative)*	Band 8, Health NZ IEA Salary Range 2024-2025		

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 that health workers bring to their mahi.

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 Operations Manager, Wellington Locality

This management role partners with the Clinical Leader, Lived Experience Lead, and the Equity Leader of the Wellington locality. They will work alongside the Group Manager and Clinical Director of the Mental Health & Addiction Service, and key external stakeholders to deliver care to tāngata whaiora and whānau who require intensive specialist mental health and addiction support.

The Operations Manager is responsible for calmly and astutely leading their locality through continual improvement and change while maintaining day-to-day service operations. This includes championing MHAIDS vision, values and model of care for the Local Adult Specialist Mental Health and Addiction Service and developing a committed and passionate staff team.

They will work in partnership with other sector leaders to provide strategic oversight of what mental health and addiction services are required for their specific locality. 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).

They will foster and role models active participation from those with lived experience within the locality, prioritise the development and maintenance of positive, collaborative relationships with external stakeholders – including primary care, peer support and NGO providers - to strengthen service and ensure a smooth continuum of care is delivered delivery and ensure a smooth continuum of care.

About the Service/Team

The Local Specialist Adult Mental Health and Addiction Services are delivered from three identified localities (Wellington City, Kāpiti-Porirua, and Hutt Valley-Wairarapa), to provide the specialist mental health and addiction treatment for tāngata whaiora who live in each locality. Each locality operates as a single team of clinicians who provide a set of core 'functions' to the local community from a home base.

These functions are:

- Primary and Community Transitions
- First Response (encompassing the functions of Access and Rapid response); and
- Local Specialist Mental Health and Addiction (incorporating the FACT model and advanced therapies).
- Each locality consists of clinicians and support staff who contribute to the functions that align with their capabilities, training, and expertise. This model of service delivery supports staff to work at the top of their scope and in an interdisciplinary team environment. Additionally, the model is sufficiently flexible that the delivery of functions in each locality can be adjusted quickly and responsively when required by changes in demand.
- From the perspective of tāngata whaiora and whānau, the model facilitates a seamless experience of support from our services.

Key Result Area	Expected Outcomes / Performance Indicators
	• The Operations Manager, Wellington Locality works in partnership with the clinical leader, equity leaders and lived experience leader for the Wellington Locality. They will also work alongside other Operations Managers and is responsible for calmly and astutely leading their teams and services through change and improvement initiatives while maintaining day-to-day service operations. This includes championing the service 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).
	• Works in equal partnership with the Lived Experience Lead to inform service design and delivery.

	• 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.
Te Tiriti o Waitangi	• 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. • 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.
Lived Experience Partnership	• Demonstrates leadership in equal partnership with the Lived Experience Lead to uphold Principle 2 of the Model of Care: Informed by peers and those with lived experience. • Values lived experience knowledge as a form of expertise equal to clinical and operational knowledge, incorporating lived experience perspectives into planning, decision-making and service improvement. • Fosters a culture where lived experience leadership and the lived experience workforce are respected, supported and meaningfully integrated across the service. • Ensures the voices of tāngata whaiora and whānau inform service design, delivery, quality improvement, evaluation and decision-making. • Supports the development of systems and practices that enable meaningful lived experience leadership and engagement across the locality.
Culture and People Leadership	• 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 & Culture 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. • 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	• 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	• 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	• 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.

Matters which must be referred to the Group Manager:

- 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 • Lived Experience Leads and Equity Leads • Directors of Allied Health, Nursing and Psychiatry • Professional leaders • MHAIDS HR staff • Management Accountant • Hospital Managers, including general hospital Operations Managers • Emergency Department • Principal Advisor, Māori • Principal Advisor, Pacific • Lived Experience Team • 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
- Professional registration with current APC

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- An understanding of lived experience leadership and the peer workforce.
- 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
- Works well with complexity and ambiguity
- 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:

- 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.
- Model partnership with lived experience leadership, recognising lived experience as a form of expertise that compliments clinical and operational expertise.
- 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:

- 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

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*