

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	MHAIDS Duty Manager
Reports to	Operations Manager, MHAIDS Operations Centre
Location	This position is expected to work across various sites across the district
Department	Mental Health, Addictions & Intellectual Disability Services (MHAIDS)
Date	21-09-2026
Salary band (indicative)ⁱ	\$125,000 - \$138,000
Children's Worker roleⁱⁱ	Yes

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 role of the MHAIDS Duty Manager (DM) is to provide direction and support for admissions and discharges to inpatient and community (respite) beds, undertake a liaison role with external agencies including Police and the Emergency Departments, Non-Governmental Organisations (NGOS) and other providers for bed management and to assist in the allocation of resources to the MHAIDS services afterhours.

The Duty Manager will have the authority to direct admissions, will be the after-hours point of contact for the Registrar and SMOs roster and will have authority to call in staff resources as needed.

The Duty Manager will also lead and facilitate the 1030 and 1630 hours service handover meeting and work alongside the After Hours Coordinator for the Ratonga Rua ō Porirua campus.

Key priorities of the role are:

- Working with the Operations Manager, MHAIDS Operations Centre to co-ordinate and implement the goals and objectives in line with MHAIDS 3DHB goals, to improve outcomes for consumers and their family/whanau

- Providing leadership, direction and support to the afterhours services and providing an advisory role to support staff to ensure they deliver high quality, efficient and effective services
- Building effective strategic alliances and partnerships with stakeholder sectors and groups to strengthen services and improve health outcomes
- Providing support for and ensuring compliance with relevant policies and processes in all areas
- Proactively manage health and safety; ensuring health and safety requirements are met
- Work in collaboration and cooperation with other related positions in the rest of the 3 DHBs. This is a key role in working with the general hospital and manage acute flow, demand and capacity across MHAIDS.

Key Result Area	Expected Outcomes / Performance Indicators
Quality Improvement	• Contribute to the development of an efficient and effective Mental Health, Addictions & Intellectual Disability Service • Contribute to the development of the overall strategic and fit-for-purpose approach to Mental Health, Addictions & Intellectual Disability Service within 3 DHBs, ensuring that all 3 DHBs are best able to provide for the healthcare needs of their populations. • Contribute to and support the development of a team of individuals that have the skills and expertise required to manage acute resources across the sub-region and meet legislative and contractual requirements
Leadership	• Lead by example to champion and drive of OC development initiatives • Be a visible leader for the OC within the 3 DHBs and service; ensuring effective communication with staff as part of managing acute resources • Provide information, support, feedback and development to enable cross functional performance • Encourage and support decision making at point of impact • Work closely with other service leaders to conceptualise, plan and progress the change agenda for the Operations Centre within MHAIDS 3DHB.
Compliance	• Ensuring management of acute resources meets the requirements of best clinical practice • Active participation by staff in improvement initiatives and there is clear, evident leadership • Audits of systems, processes and controls indicate no significant /material breach • There are good team processes for communication constructive debate and joint problem solving • Professional requirements are met and risks relating to professional misconduct or negligence mitigated /eliminated where possible
Professional Development	• Maintain professional requirement for registration • Participates in annual performance review

	- On-going role development opportunities sought - Networks and participates in advanced practice forums as applicable - Participates in regular formal professional supervision - Keeps up to date with current research and developments through annual national &/or international conference participation - Identifies and participates in research and applicable improvement movement projects.
Occupational Health & Safety	Complies with responsibilities under the Health & Safety in Employment Act 1992

Key Result Area	Expected Outcomes / Performance Indicators
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.

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.

Relationships

External	Internal
• NGO Providers • Emergency Departments • Police • Duty Managers all hospitals • Other DHB Mental Health inpatient units	• On duty and afterhours SMOs and RMOs • Operations Managers 3DHBs • Crisis Resolution Service • Afterhours Managers • Acute inpatient units • DAOs

About you – to succeed in this role

You will have

Essential:

- A tertiary level qualification (nursing, allied health) ideally at or working towards Masters level
- Annual practising certificate relevant to scope of practice
- Nurses must be on PDRP (or working towards applying within 6 months of commencing role)
- Knowledge of New Zealand Health Legislation
- Understanding of customer service, quality and service improvement
- Knowledge and/or experience of risk management principles
- Knowledge of risk management processes and planning approaches
- Demonstrated competency in computer skills using a range of Microsoft packages including Word, Excel, and Power Point
- A sound understanding of performance and reporting frameworks

Desired:

- Improving care and outcomes for patients/consumers
- Teamwork
- Perseverance and commitment
- Commitment to reducing duplication across the service]

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.

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.