

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	Senior Patient Safety Advisor
Reports to	Quality and Patient Safety Manager
Location	Wellington Region (multiple locations across Capital, Coast, Hutt Valley)
Department	Quality & Patient Safety Team, Centre of Clinical Excellence

Date	November 2026
Salary band (indicative)ⁱ	SP17
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 Senior Patient Safety Advisor (PSA) is a senior member of the Quality & Patient Safety Team who provides leadership, guidance, and mentorship to patient safety team members. The Senior PSA will foster collaboration, develop capability, share knowledge, and drive the consistent delivery of high-quality patient safety and quality improvement activities.

The Patient Safety Team is key to advancing the District's patient safety and quality agenda, providing expert advice, leadership, and support to clinical services, non-clinical teams, and governance groups.

Success in the role requires strong relationship management skills, a relevant clinical background, expertise in patient safety and quality improvement, and the ability to influence change across complex healthcare environments.

Key Result Area	Expected Outcomes / Performance Indicators
Patient Safety and Leadership	- Provides support to the CoCE on patient safety matters. - Assists with the development of learnings from patient safety issues. - Leads/coordinates patient safety projects. - Provides advice and support to governance committees.

	• Uses available patient safety data (e.g. HQSC safety markers, Health Round Table HAC data) to support and inform projects • Maintains current knowledge of patient safety and clinical governance including new developments, legislation, and industry standards. • Provides support to patient safety and governance programmes e.g. audit, feedback, improvement projects, equity planning, and policy etc. • Acts as a senior resource within the team, providing expert advice, coaching, and support to colleagues while contributing to a positive team culture, continuous learning, and service improvement.
Governance & Compliance	• Actively contributes to the preparation for external assessments including audits, and/or site visits, including documentation preparation, and on-site coordination of audit activities. • Supports the delivery of service-led audits (e.g. tracer methodology) and advises on possible improvement work from evaluating the audit findings/data. • Supports clinical and organisational governance groups particularly in relation to projects or documents that have organisational patient safety implications. • Oversees the organisational policy portfolio for controlled documents with cross-service application, providing leadership for document governance processes and ensuring organisational policies and procedures are current, compliant, evidence-informed, and aligned with strategic, quality, patient safety, and regulatory requirements. • Co-leads development and establishment of an organisational Controlled Documents Committee alongside the Clinical Governance team.
Adverse Events	• Contributes to the quarterly and annual CCHV Serious Adverse Event Reports. • Supports serious adverse event systems, including review processes and building capability for event reviews. • Coordinates review of adverse event trends. • Supports and participates in the work of the Serious Event Review Committee (SERC) and Patient Event Review Committee (PERSC). • Participates in district SAC Triage meetings.
Monitoring, Analysis and Reporting	• Ensures that the quality and safety of patient care is being measured and monitored adequately to identify patient safety trends or acute issues. • Contributes to development of reporting systems. • Undertakes clinical quality and safety data analysis and reporting. • Participates in review of SAC events. • Analysis of reportable event trends. • Provide reports on specific trends. • Works with Quality Team on HQSC reporting, data collection and analysis. • Supports clinicians and teams with patient safety data requests.

Collaboration and Relationship Management	• Develops effective partnerships with clinicians, managers, consumers, and external stakeholders. • Works collaboratively across services to improve quality, safety, and patient outcomes. • Supports development of patient safety capability and networks across the organisation. • Encourages and supports clinicians with service- specific patient safety initiatives.
Education, Coaching and Capability Building	• Provides training, coaching, mentoring, and advisory support to the Patient Safety Team. • Provides education and training on tracer audits, QPST processes, and data use etc. • Provides training, coaching and mentoring support to others within the Centre of Clinical Excellence.

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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Manatū Hauora Ministry of Health • HNZ National Teams • ACC • Health Quality & Safety Commission (HQSC) • Coroner • Health & Disability Commission (HDC) • Other Health New Zealand districts • Other health care providers • Consumer Advisors • Patients and whānau	• [Director CoCE • Group Manager CoCE • CoCE staff • Executive Directors • Professional Heads • Group Managers • Operations Managers • Clinical Directors • Clinical Leads and teams • Charge Nurses/Midwives • Māori Development Group • Disability team • Pacific Peoples team • Non-clinical teams

About you – to succeed in this role

You will have

Essential:

- [Relevant health professional qualification.
- Demonstrated leadership experience, including the ability to influence, mentor, and support others, build collaborative relationships, and lead initiatives across multidisciplinary teams.
- Significant experience in patient safety, quality improvement, clinical governance, risk management, or a related field.
- Knowledge of New Zealand health legislation, health sector structures, and regulatory requirements.
- Understanding of risk management principles and clinical audit processes.
- Experience managing projects and delivering organisational initiatives.
- Sound digital literacy, with proficiency across Microsoft applications (e.g. Word, Excel), to support analysis, reporting, and communication
- Strong written, verbal, analytical, and interpersonal skills.

Desired:

- [Formal qualification or training in quality improvement, patient safety, clinical governance, or health management.
- Experience working across complex healthcare systems.
- Experience supporting organisational learning and system improvement programmes.

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.
- Apply Te Tiriti o Waitangi principles within healthcare settings.
- Support equitable outcomes for Māori, Pacific peoples, disabled people and other priority populations
- Analyse complex information and develop practical solutions.
- Lead and support improvement initiatives in challenging environments.
- Adapt to changing priorities and manage competing demands.

Desired:

- [Apply critical and innovative thinking to challenge the status quo and contribute to continuous improvement.
- Demonstrate a strong commitment to improving care and outcomes for patients and whānau.
- Show perseverance, initiative, and a proactive approach to achieving meaningful outcomes.
- Work collaboratively, contributing positively as a valued team member.
- Actively seek opportunities to improve systems and processes across the District

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.