

Position Title: Director of Nursing – Home and Community
Reporting Manager: Director – Home and Community
Tier: 4
Division: Home and Community
Location: Wellington, Auckland or Christchurch

Who we Are

New Zealand Health Group (NZHG) Limited is the country's largest provider of Home and Community Services, rehabilitation and behavioural support, health staffing and training. Through its companies, Geneva Healthcare, HealthCare New Zealand, Solora, NZCL and Explore, it provides healthcare services to over 30,000 New Zealanders and employs over 12,000 caregiving, nursing and other health professional staff.

Having operated in the sector for over 30 years, the company has built up and enviable reputation of relentlessly pursuing better techniques and systems to be able to provide the very best of care and support for those New Zealanders who need help to live in their own homes as independently as possible.

We are values driven, dedicated to delivering culturally appropriate and safe care for all our people and their whānau. We are committed to contributing to our obligations under Te Tiriti o Waitangi and the pursuit of health equity for all. Our values are Kai Whakaute – We act with Care, Respect and Empathy, Kai Huhuatanga – We strive for Excellence and Quality and Kai Whanaungatanga – We act in Partnership, are fundamental to everything we do.

Director of Nursing

Why You're Here

As the Director of Nursing, you are responsible for providing high-level clinical governance and expert advice to support the provision of high-quality services nationwide across our home and community-based services. Responsibility for clinical leadership, the future direction of Registered Nurses, practice development and implementing new clinical service models across the business all form part of the responsibilities of this critical role.

Another key component of the role is to lead a team of Clinical Leads who provide mentoring and leadership to enable their team members to work at the top of their scope of practice, as part of a high performing multi-disciplinary team. These Clinical Leads represent the first line of clinical escalation - and are expected to resolve most issues. The Director of Nursing is the second line of clinical escalation.

Our services are provided in people's homes, and our clinical staff have a strong interface with primary care and social services to enable people to be supported to remain in their homes for as long as possible.

While the Director of Nursing's focus is on Home and Community Services, the role also requires a strong understanding of complex clinical escalations across other NZHG entities, especially within the NZCL business. The Director of Nursing will represent both Home and Community Services and NZCL at Quality, Health and Safety Committee meetings, actively driving and supporting ongoing quality improvement initiatives.

The Director of Nursing is also required to enhance NZ Health Group organisational effectiveness through governance of professional standards and is accountable for the development of robust clinical policies and procedures, promoting shared clinical leadership to ensure efficient service delivery, safe clinical care through evidence-based practice and enhancing a culture of client focused outcomes, balanced with the direction of the business. The Director of Nursing holds the responsibility for clinical decision-making related to NZ Health Group wide support worker clinical training and professional development frameworks for nursing.

What You'll be Doing

Strategy

- Contribute to the development and execution of business strategies that support growth and sustainability.
- Identify and implement innovation approaches to increase revenue and grow market reach.
- Collaborate with the Director – Home and Community, to co-design new clinical service models that meet evolving customer needs.
- Provide clinical governance and expert input into new and renewing business proposals, tenders and service agreements.
- Support the implementation of the Home and Community business plan in partnership with the Service Centre and other business functions, ensuring the delivery of clinically led, person-centred care.
- Lead the development of new clinical services to develop offerings for stakeholders and the people we support.

Leadership

- Act as a trusted clinical adviser to Operational Leadership, Senior Leadership, and the Executive Leadership Team.
- Build and lead a high-performing Clinical Leadership Team that is recognised as a valued partner across the organisation.
- Contribute to clinical leadership thinking and represent NZ Health Group in industry forums and working groups.
- Support the development of NZ Health Group's employee value proposition to attract and retain high-quality clinical staff, and maintain engagement with professional unions, including the New Zealand Nursing Organisation (NZNO).
- Model and promote the organisation's values in all interactions and decisions.
- Mentor operational teams on clinical service delivery performance requirements.
- Collaborate with the MySkill Clinical Training Manager to design and implement onboarding and professional development programmes for clinical staff.
- Establish and oversee national mentoring programmes for clinical staff, identifying and addressing professional development needs.
- Work closely with managers to plan and implement organisational change in an inclusive, people-focused manner.

Clinical Service Delivery

- Provide clinical expertise on contract requirements, including case mix, clinical practice standards, multidisciplinary collaboration, and complex client management across the organisation.
- Advise leadership teams on national and international professional trends to drive organisational growth through clinical innovation and excellence.
- Deliver expert clinical guidance to ensure service delivery reflects best-practice standards.
- Define clinical service delivery performance requirements and mentor teams to achieve these standards.
- Support the development of clinically sound models of care and translate these principles into service delivery processes that meet contractual obligations and enable service innovation.
- Establish and maintain robust Clinical Governance for Home and Community Support Services, ensuring alignment with contemporary practice and national strategic frameworks.
- Champion safe and effective direction and delegation to Support Workers (Kaiawhina), promoting innovative practice and optimising workforce capability.
- Provide troubleshooting and support to operational teams managing clients with complex health, disability, and psychosocial needs.
- Continuously identify opportunities to enhance the value of products and services delivered to customers.

Building Relationships & Networks

- Build strategic and operational relationships with clinical peers in funder organisations and primary healthcare providers.
- Support integration and collaboration between NZ Health Group's homecare businesses and other primary and community care providers.
- Develop and maintain professional networks within the broader health and disability sector to strengthen partnerships and influence best practice.
- Foster strong, trust-based relationships with colleagues across the organisation to enable effective collaboration and shared outcomes.

Concern for Quality & Standards

- Collaborate with the NZHG Clinical Quality Manager to develop, implement, and maintain robust clinical performance management systems, processes, and audit frameworks.
- Work closely with the NZ Health Group Quality Team to lead and participate in clinical quality improvement projects and reviews.
- Review and update clinical policies, procedures, and guidelines across all areas of clinical practice.
- Act as a subject matter expert in clinical investigations, including the review of service delivery incidents and sentinel events.
- Engage with internal and external auditors to ensure continuous improvement initiatives are embedded and sustained.

The Rules that are Important

- Comply with all company policies, guidelines and procedures.
- Behave in a manner consistent with the values and conduct standards of the organisation.
- Embrace and promote a working environment that is culturally diverse.
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors, contractors, and the people we support.
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management.
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements.
- Take the direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.

The Skills, Knowledge and Experience You'll Need

- Previous experience in clinical leadership at a director level (e.g. Director or Associate Director of Nursing).
- Hold active registration as a Registered Nurse and a current Annual Practising Certificate (APC).
- Relevant post graduate qualification (s) and significant experience working in the community.
- Recognised as a clinical leader within the sector Previous experience and in-depth knowledge of primary and community healthcare delivery models.
- Passion and expertise working collaboratively and developing leadership and subject matter skills in others.
- Excellent interpersonal, communication and influencing skills, and highly developed emotional intelligence.
- A love of problem solving combined with resilience to cope with the unexpected or difficult.
- Excellent planning and organisational skills, including project management experience.
- Sound judgement and high level of integrity.
- Demonstrated commercial acumen.

Who You will be Leading:

- Clinical Leads (5)

Key Relationships

External: Clinical peers within Funders, Government agencies primary care and other service providers. Professional Registration bodies; professional unions; Primary Health Organisations (PHO's); Non-Governmental Organisations (NGO's); People we support and their families/whānau and support networks.

Internal: Relationship Managers; Human Resources teams, Service Centre teams; (Finance, Marketing & Communications, Quality); MySkill, ICT.

Committees & Groups: Member of the HealthCare NZ Clinical Governance Group; Member of the NZHG Quality Health and Safety committee Project teams, Industry bodies and sector committees as required.

Agreement:

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my manager to gather information from third parties where necessary for the purpose of performance management.

Name: _____

Signature: _____

Date: ____ / ____ / ____