

Role Description

Position Title: Clinical Services Director (CSD)
Location: Nelson Tasman Hospice
Date: October 2025
Reporting to: Chief Executive (CE)

Position Objectives

The objectives of the Clinical Services Director role are to:

- Actively contribute as a collaborative and strategic member of Nelson Tasman Hospice's senior leadership team, Te Kāhui Manukura (TKM), to shape, develop, and deliver the organisation's strategic objectives.
- Provide strategic and operational leadership for the clinical team, including allied health, nursing, and health care assistants, by developing and implementing performance frameworks and service strategies in collaboration with the Medical Director to ensure cohesive teamwork and seamless delivery of high-quality specialist palliative care at Nelson Tasman Hospice.
- Provide strategic leadership in quality assurance and clinical governance in partnership with Medical Director to ensure safe, effective, and person-centered care, through robust systems of continuous improvement, risk management, and clinical accountability.
- Champion equitable access to high-quality clinical care by embedding equity principles into service design, delivery, and evaluation—ensuring improved health outcomes for Māori, Pacific peoples, Disability Community and other underserved communities.
- Ensure a health, safety, and wellbeing work environment that fosters a culture of care, complies with legislative requirements, and promotes psychological and physical safety across all clinical services.

Key Accountabilities

Accountability	Expected Results
Leadership and Management	<ul style="list-style-type: none"> • Build and maintain the clinical team, including volunteer colleagues, to ensure delivery of NTH objectives, high quality patient outcomes, workforce wellbeing and operational excellence • Develop and implement a sustainable workforce plan that ensures the right clinical capability, capacity, and diversity to meet current and future service demands, while supporting staff wellbeing and retention • Work closely with the Medical Director to ensure effective clinical governance and delivery • Support the patient facing volunteer team, working closely with the Volunteer Programme team, to ensure rewarding roles are

	<p>developed in line with organisational goals and risks are well-managed</p> <ul style="list-style-type: none"> • Ensure the professional development of direct reports, with regular valuable conversations, consistent with their personal and professional needs and the development of the hospice service. • Create a culture of clinical leadership development through leadership coaching, professional growth opportunities, and succession planning. • Lead by example in emotional intelligence and responsive communication. • Promote a supportive environment that encourages resilience, diversity of thought, and continuous learning and improvement. • Monitor performance against key targets, provide data to enable effective governance of services, inform strategic development, and monitor the external environment to anticipate changing demands on service provision. • Manage all performance issues promptly and fairly, in conjunction with the People Capability and Wellbeing team • Undertake your own relevant education, professional development and research • Undertake your own regular peer review and clinical supervision • Ensure financial budgets and controls are managed and maintained across the clinical service • Work with the CEO and Finance team to ensure the negotiation of cost-effective services and service contracts across all clinical areas. • Maintain effective relationships with relevant national networks to ensure ongoing alignment with national palliative care standards and innovations.
<p>Quality Assurance/Clinical Governance</p>	<ul style="list-style-type: none"> • Lead the design, implementation, and monitoring (including clinical audits) of the hospice’s clinical quality programme aligning with HDSS standards and relevant standards and legislation • Jointly with the Medical Director, lead and manage clinical governance. • Serve as the primary clinical liaison for regulatory audits • Partner with quality, clinical governance, and health and safety teams to analyze quality trends and implement corrective actions. • Provide advice, guidance and support to the TKM and staff at all levels on the development of quality initiatives. • Contribute to the development and monitoring of a risk management framework across clinical practice. • Jointly with the Medical Director, ensure all complaints and concerns are handled effectively and efficiently, in accordance with hospice complaints policy.
<p>Innovation and Research</p>	<ul style="list-style-type: none"> • Facilitate the development of innovation and research-based practice within clinical practice, initiating and participating in

	<p>appropriate local, regional and national research within ethical guidelines.</p>
Health Safety and Wellbeing	<ul style="list-style-type: none"> • Embed wellbeing into clinical practice through regular wellbeing check-ins, peer support, and access to mental health resources. • Ensure compliance with health and safety legislation and internal policies through audits, training, and continuous improvement. • Promote a culture of safety and care by empowering colleagues to speak up, report concerns, and participate in wellbeing initiatives. • Ensure incidents are investigated thoroughly and appropriate corrective actions are developed and implemented promptly • Support resilience and recovery by implementing post-incident support and debriefing processes for clinical teams.
Equity	<ul style="list-style-type: none"> • Lead the integration of an equity framework into all clinical services, ensuring care delivery is inclusive, trauma-informed, and culturally responsive. • Collaborate with internal and community stakeholders to identify and address disparities in access, experience, and outcomes for patients/whānau from underserved populations. • Implement training and practices that promote awareness of privilege, bias and power, health inequity, and anti-racism among NTH team. • Monitor equity-related metrics and incorporate findings into quality improvement and strategic planning initiatives. • In collaboration with the NTH Disability Advisory Panel implement the Accessibility and Inclusion Framework • In collaboration with Pacific Health Trust implement the Pacific Peoples Framework
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Demonstrate an understanding of the Te Tiriti o Waitangi and its principles and foster its recognition within the delivery of hospice services • Integrate the principles of the Treaty of Waitangi into all practices and management procedures • Awareness of cultural protocols and practices when working with Māori patients and their whanāu and Māori Health providers
General	<ul style="list-style-type: none"> • Deputize for the CEO when requested/necessary. • Contribute, participate and support initiatives and events which help to generate the income required to fund the provision of care to our patients. • Assist with fundraising applications to external agencies, charities and trust funds. • Any other duties reasonably required

	<ul style="list-style-type: none"> • Meet employee obligations in accordance with Appendix 1
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Important Working Relationships

Internal

- TKM
- Hospice Medical Director and medical team
- Direct Reports - Clinical Team including allied health, nursing, health care assistants, clinical administration
- Hospice Education Team
- People Capability and Wellbeing team, including Volunteer Programme team
- Finance and Payroll team
- Facilities Team
- Supporter Engagement and Income Development Team

External

- Maintain excellent links with the community served, e.g., Health NZ, Nelson Bays Primary Health Organisation, general practice and aged residential care, Māori Health providers (e.g. Te Piki Oranga).
- Hospice NZ networks and other organisations or groups who provide health and social care within the locality.
- Offer support on palliative or end of life care as required to other health and social care professionals.

Qualifications/Experience

- Management Qualification e.g. Master's degree in health management and/or substantial senior management experience in a relevant field
- Allied Health or Nursing qualification – post-graduate desirable
- Proven experience of managing/leading/motivating a large and diverse team
- Experience of managing teams providing clinical care in the health sector
- Evidence of involvement in and understanding of interdisciplinary teamwork
- Evidence of application of innovation, research and audit
- Experience of leading change and continuous improvement

Skills & Personal Attributes

- Outstanding interpersonal skills with a collaborative working style that empowers others and with sensitivity to a wide range of people with varying needs
- Ability to influence and negotiate
- Ability to analyze and interpret reports and clinical data

Skills & Personal Attributes

- Computer literate e.g. Microsoft products and databases like Palcare (patient management systems)
- Extensive knowledge of clinical care and effective clinical governance
- Knowledge of palliative and end of life care issues
- Experience in budgeting and operational performance monitoring and review
- Demonstrate a commitment to the understanding of Hospice specialist palliative care and of the relationship of Te Tiriti o Waitangi to care at the end of life
- Change agent
- Strategic thinker

Our Values – The Things We Care About

An Open Organisation	We are each transparent and honest in our communication
Act with Heart and Balance	Our culture fosters empathy and balance in our work and decision making; we address challenges through the issue not the individual
Work as a Team and Remember the Person	We never forget the importance of people and team connection and collaboration
Be the Change You Seek	We take the initiative to create positive behaviour and change within and for the organisation

APPENDIX 1

General Responsibilities of an Employee of Nelson Tasman Region Hospice Trust

The following responsibilities are shared by all Nelson Tasman Hospice staff – please read this section carefully as it contains important information that applies to your role every day.

General Responsibilities	
Accountability	What's Expected of You
Professional Standards	<ul style="list-style-type: none"> • Maintain any qualifications, including registrations and practicing certificates, required for legal and safe practice. • Keep yourself up to date on knowledge, best practices and legislation relating to your work. • Make a personal contribution towards effective and efficient working relationships within your team and with other NTRHT / NMDHB departments. • Ensure you carry out your work in a way that is customer-focused and meets professional standards. • In conjunction with your manager, identify your own training needs and plan to meet these needs. • Manage your own time and prioritise your work effectively.
Legislation and Company Policies	<ul style="list-style-type: none"> • Be familiar with and adhere to: <ul style="list-style-type: none"> • all relevant acts and regulations • all organisational policies and procedures, including the Code of Conduct
Risk Management	<ul style="list-style-type: none"> • Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced. • Be especially aware of those risks which have high cost or safety implications. • Complete an accident/incident report for any accident, incident or near miss which has taken place at work. • Respond to complaints according to appropriate policies.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Carry out your work in a healthy and safe manner. • Encourage and assist others to work in the same way. • Report and rectify any unsafe workplace conditions/practices. • Complete an event report for any accident, incident, or near miss that has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours. • Co-operate with, support and promote health and safety policies and procedures and initiatives in the workplace. • Read and understand the health and safety policies and procedures, any relevant chemical information, and emergency plans. • Keep your knowledge of identified hazards and risks up to date.

General Responsibilities	
Accountability	What's Expected of You
Confidentiality	<ul style="list-style-type: none"> • Adhere to the Privacy Act 2020 and the Health Information Privacy Code 2020 regarding the non-disclosure of information. • Strict confidentiality of patient, volunteer applicant, and employee information is always maintained.
Treaty of Waitangi	<ul style="list-style-type: none"> • Nelson Tasman Region Hospice Trust is committed to its obligations under the Treaty of Waitangi. • As an employee you are required to give effect to the principles of the Treaty of Waitangi, Partnership, Participation and Protection.

I confirm that I have read and understood this Role Description in full. If I have any questions as to its content or what is expected of me in future I will seek guidance from my Manager.

Employee Name (please print)	
Employee Signature	
Date of Signing	