

TIKANGA MAHI – POSITION DESCRIPTION

POU WHAKARAE - CHIEF EXECUTIVE OFFICER

TŪRANGA – Position Overview

Reporting to	Health Hawke's Bay Chairperson
Direct reports	5 (Executive Leadership Team)
Date	August 2026
Team	Executive Leadership

WHAKATAKINGA – Introduction

Health Hawke's Bay – Te Oranga o Te Matau a Māui (HHB) is the region's Primary Health Organisation. Around 110,000 of Hawke's Bay's 171,000 enrolled patients are with our practices.

Our purpose is straightforward: to improve the health of the people of Hawke's Bay, and to close the gap in health and life expectancy for Māori, Pacific peoples, disabled people and other communities who are currently poorly served.

We do this in two ways. We support local general practices to deliver excellent, accessible care. And we work alongside Māori health providers, NGOs and other community organisations to reach people that general practice alone cannot.

The Board has sharpened HHB's emphasis. HHB is first and foremost a local organisation serving local communities. Our starting point is the health needs of our population, not the requirements of the funding system. Our contribution is made through the strength of our practices and the strength of our partnerships. Contracting, reporting and compliance matter, and must be done well — but they are the means, not the purpose.

The next Chief Executive will lead that shift in practice: closer to practices, closer to partners, closer to communities, with a lean and purposeful centre.

Ō TĀTOU MĀTĀPONO – Our Core Values

WHAKAMANANA – Empowerment	We empower others to reach their highest potential
AROHA – Compassion	We care and provide a cloak of support
KOTAHITANGA – Collaboration	We work together towards shared goals and visions
AUAHA – Innovation	We are inquisitive and seek improvement

WHĀINGA MAHI – Position Purpose

The Chief Executive leads HHB on behalf of the Board and is accountable for:

- Understanding the health needs of Hawke's Bay communities and directing HHB's effort and resources to where they will make the most difference.

- Making HHB an organisation that local general practices value and rely on — for clinical support, workforce, data and digital, and practical help with the pressures they face.
- Building genuine, durable partnerships with Māori health providers, NGOs and community organisations, so that care is joined up around whānau.
- Running a financially sound, well-governed organisation with a lean centre that puts as much resource as possible into front-line care.
- Being a credible and respected voice for primary and community care in Hawke's Bay, and regionally and nationally on the region's behalf.

NGĀ HAEPAPA MATUA – Key Accountabilities

<i>Understanding and meeting local need</i>	• Maintain a clear, evidence-based picture of the health needs of Hawke's Bay communities and use it to set priorities with the Board. • Direct HHB's effort, programmes and investment to where they will make the greatest difference — particularly for Māori, Pacific peoples, disabled people, and people on low incomes. • Design services with communities and whānau and evaluate them honestly on whether they improved access and outcomes. • Apply an equity lens and give practical effect to Te Tiriti o Waitangi across all of HHB's work.
<i>Supporting general practice</i>	• Be visible and accessible to practice owners, GPs, nurses and practice managers, and understand the pressures they are working under. • Provide support that practices genuinely value: clinical programmes and services, workforce and continuing education, data and digital systems, and help with quality accreditation. • Work with practices to develop models of care that extend capacity, reduce unmet need, and grow enrolment — particularly among Māori and other under-enrolled populations. • Support the recruitment, retention and development of the local primary and community care workforce. • Keep reporting demands on practices proportionate and useful to them, not just to funders.
<i>Working with NGO and Māori partners</i>	• Build and sustain trusted relationships with Māori health providers, iwi, NGOs, community pharmacy and social service organisations, respecting their independence and mana motuhake. • Broker joint work that connects general practice with community-based providers around shared populations, so care is organised around whānau rather than around organisations. • Ensure partners experience HHB as straightforward to deal with — fair contracting, prompt payment, and proportionate reporting. • Lead service integration initiatives where HHB is best placed to do so, and support others to lead where they are.
<i>Leading the organisation</i>	• Lead a capable, accountable Executive team and a culture of trust, inclusiveness and high performance. • Keep HHB lean and organised around its core purpose, so that as much resource as possible reaches front-line care. • Ensure staff have the capability, capacity and development they need, and lead them well through change.

	• Take personal accountability for delivery — assess the scale of the task, prioritise, resource it, and see it through.
Financial and contractual stewardship	• Manage HHB's budget effectively and ensure the organisation remains financially sustainable. • Operate sound financial systems: operating forecasts, accurate monthly reporting, annually audited accounts presented at a duly convened AGM. • Meet HHB's contractual obligations to Health New Zealand and other funders, and ensure provider contracts are properly managed, including underspends. • Identify additional funding and service opportunities where they serve local need, and demonstrate value for money. • Keep the Board informed of funder and provider issues, and of the performance of contracted providers.
Board, governance and assurance	• Provide the Board with clear, timely and honest advice, and the information it needs to make good decisions. • Implement Board decisions effectively and support the Board in its own governance role. • Maintain an effective working relationship with the shareholder, Te Matau a Māui Health Trust, and report as requested. • Be accountable for the clinical governance of the organisation and support wider clinical governance across primary care. • Ensure HHB meets its legal, constitutional and contractual obligations, including health and safety duties, and maintains robust risk, quality and business continuity systems.

TE ANGITŪ – What Success Looks Like

Within two to three years, we would expect to see:

- Practices telling us that HHB makes a real difference to their ability to care for their patients.
- Māori providers, NGOs and community organisations describing HHB as a genuine and reliable partner.
- More people enrolled and receiving care, particularly Māori and other under-enrolled populations.
- Measurable improvement in access and health outcomes for priority populations.
- HHB financially sound, meeting its contractual obligations, and carrying a proportionate overhead.
- Staff who are clear on the organisation's purpose, engaged, and performing.

HONONGA WHĀNUI – Key Relationships

Internal	• HHB Chairperson and Board of Directors. • Executive Leadership Team: Clinical Director, Chief Information Officer, Clinical Services Lead, Enabling Services Lead, Executive Officer. • HHB staff and contractors.
External	• General practice owners, GPs, nurses and practice managers. • Māori health providers, iwi and community leaders. • NGO, social service and community pharmacy providers. • Te Matau a Māui Health Trust (shareholder). • Health New Zealand — local, regional and national.

- Other funders and health and disability service providers
- RNZCGP, General Practice NZ Leaders Forum, PHO chief executive networks

NGĀ ĀHUATANGA O TE TANGATA – Person Specification

Qualifications	Essential • A relevant tertiary qualification in health, management or a related field — or equivalent experience. • Sound understanding of Aotearoa New Zealand’s health system. Desirable • Primary health training or qualification, clinical or non-clinical. • Māori health and Te Tiriti o Waitangi training.
Experience and knowledge	Essential • Senior leadership experience in health, or a comparable complex and publicly funded environment, with a track record of delivering results. • Strong working knowledge of primary and community care, and of how general practice operates as an independent business. • Demonstrated ability to build trust with independent providers and community organisations, and to lead through influence rather than authority. • Proven experience working with Te Tiriti o Waitangi, and with Māori and other underserved communities. • Sound financial and contract management, including publicly funded or NGO contracting. • Experience of leading change in a complex environment, particularly in health service delivery. • Excellent written and verbal communication — credible with clinicians, communities, funders and media. • Risk management experience and a good grasp of the legal and compliance obligations of a Board-governed organisation. Desirable • Chief executive experience, ideally in primary health care or the not-for-profit sector. • Familiarity with the Hawke’s Bay community. • Experience reporting to and supporting a Board.
Personal attributes	• A genuine commitment to the people and communities of Hawke’s Bay. • Visible and present — as comfortable in a practice, on a marae or in a community setting as in a boardroom. • High emotional intelligence; listens well and relates easily to a wide range of people. • Political acumen and sound judgement under pressure. • Personal resolve — able to hold a line, have difficult conversations, and stay steady through change. • Practical, organised, numerate, and able to work autonomously. • Curious and willing to learn.

WHAKAAETANGA TŪRANGA – Position Description Agreement

<i>Name</i>	
<i>Signature</i>	
<i>Date</i>	