



Position Description

Position title:	Hospital Quality Lead	Date:	September 2026
Reports to:	Safety, Quality & Risk Manager	Department:	Safety, Quality & Risk
Number of reports:	Direct: NA Total (include indirect): NA	Location:	TBC
Delegated financial authority:	NA	Budget ownership:	Yes/No
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network and at our national support office, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire. To help people live their best lives by reimagining healthcare.	Our purpose is why we exist. To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

To support the Safety, Quality, and Risk Manager to implement, and maintain hospital safety and quality systems and plans that ensure effective clinical governance and alignment with the SCH network, the hospital business plan, industry best practice, and regulatory requirements.

Contributes to improvement and innovation initiatives to ensure a high-quality patient experience. Champions safety culture and engagement in safety, quality, and risk activities.

Key Relationships

Internal

- Safety, Quality and Risk Manager
- Hospital leadership team
- Clinical Nurse educators
- Clinical Duty leaders
- Local team leaders
- Southern Cross Healthcare staff
- National Support Office resource teams

External

- External Auditors
- Regulators
- Credentialed Medical Practitioners
- Professional Networks

Key Accountabilities

Governance, Leadership, and Culture

- Sits on Safety, Quality and Risk Governance Committee (SQR) as secretary (coordinates meetings papers and associated reports).
- Contributes to and coordinates reports on relevant/significant events, pharmacy/prescribing activity, Health and Safety, organisational learning for significant events and hospital actions arising from the committee.
- Acts as secretary for the Hospital Clinical Governance Committee (HCGC) when Safety, Quality and Risk Manager not available.
- Supports teams to manage actions and follow up from meetings.
- Reports significant events to GM and Hospital Safety Quality and Risk Manager
- Champions a safe and just culture.
- Manages the document review process for guidelines and local procedures.
- Chairperson of the hospital Restraint committee

Safety, Quality & Risk

- Support implementation of annual quality plans in collaboration with senior leaders and aligned with hospital business plan and national strategic goals.
- Receive and act on quality and patient concerns and use the information for learning and improvement.
- Contribute to adverse event reviews and investigations. Ensures actions are developed and allocated to the appropriate individual or groups.
- Support staff in response to adverse event reviews to address system vulnerabilities.
- Supports managers to manage consumer feedback through SafeHub and Cemplicity to ensure compliance with HDSS and Consumer Code of Rights.
- Work with teams across the hospital to ensure compliance with HDSS and other regulatory standards
- Supports hospital management and resource teams as appropriate i.e., infection prevention and control (IPC), health and safety (H&S).
- Contributes to quality and safety improvements, coordinated locally and across professional, organisational, and other boundaries.
- Champions risk management
- Supports and liaises with hospital management teams to manage risk and in the maintenance of risk registers.
- Contribute to supporting the identification, review, assessment, and management of risks
- Supports hospital emergency management and participates in national office emergency management planning.
- Contributes to achieving compliance with HDSS including external audit and addressing any corrective actions.
- Supports document review and control

Safety, Quality and Risk Systems

- Supports the competent application of safety, quality, and risk system components, reviewing, acting on, and monitoring system compliance. Contributes to monitoring, reporting, and dissemination of data trends and key metrics and guides data driven improvements. Assists in training and coaching staff in the use of tools, safety culture, just culture and review methodology within the following system components:
 - SafeHub - Adverse Event Management and patient feedback (compliments, complaints, and concerns)
 - Cemplicity - Consumer experience
 - Meg - Internal auditing activity
 - Content Management System - Document management and control. Acts as document librarian.
 - Tableau - Performance metrics

Clinical Effectiveness

- Orientates new staff to safety, quality and clinical governance
- Supports capability building to improve quality and safety.
- Supports document review and control
- Supports internal and external auditing program.
- Performs data analysis and identifies areas for improvement.
- Provides support and feedback on quality improvement and patient safety initiatives
- Supports best, and innovative, practice changes.

- Supports the involvement of consumers/patients and their families/whānau in improving the design and delivery of care.

Safe Environment

- Supports environmental audits to see whether environment is safe and promotes best practice.
- Uses evidence-based design principles to promote safe practice.
- Supports hospital IPC, antimicrobial stewardship and health and safety programmes

Promoting Engagement and Influencing

- Acts as hospital resource person for safety, quality, and risk management
- Drives engagement in hospital safety culture and culture of continuous quality improvement
 - Guides, coaches, and supports staff in safety, quality, risk, and improvement activities
 - Builds capability in safety, quality, and risk activities.
 - Builds functional relationships with key stakeholders (staff engagement, quality improvement teams). Designs improvement SMART action plans and GANTT charts to document key milestones towards achievement
- Leads the adverse event management reporting process, working with key stakeholders to resolve and improve. Presentation of regular reports to local committees/meetings
- Coordination of the audit program, scheduling, completion tracking and results analysis
- Builds capability in safety, quality and risk activities across the hospital
- Compiles evidence to demonstrate adherence to Ngā Paewera standards
- Inductions for new staff to share quality
- Provides regular communication to all staff in the areas of patient feedback and adverse event reporting

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.

- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Recent post graduate experience in a surgical hospital environment

Experience and skills desirable:

- Exposure to health and safety and/or quality systems, processes, tools, and skills
- Demonstrated ability to be a systems and process thinker.
- Demonstrated ability to critically appraise information.
- Demonstrates confidence in 'speaking up'
- Working knowledge of patient centred care including cultural safety
- Proficient use of Microsoft applications (Word, Excel, PowerPoint)

Education and qualifications required:

- Healthcare qualification (e.g., Bachelor of Nursing or other)

Education and qualifications desirable:

- Certificate in healthcare auditing
- Training / certification in event review and/or risk management methodologies (ICAM, Bowtie, London Protocol SEIPs etc)

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution