

Position Description

Position title:	Senior Service Delivery Coordinator	Date:	October 2026
Reports to:	Contracts and Performance Manager	Department:	Service Delivery
Number of reports:	Direct:0 Total (include indirect):0	Location:	Active+ National Support Office
Delegated financial authority:	No	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

Founded in 1990, Active is New Zealand's largest 100% New Zealand owned interdisciplinary rehabilitation supplier. Our vision is to be the leading brand of integrated interdisciplinary health clinicians that strive to achieve a seamless, quality orientated, interdisciplinary experience for our clients which enables them to meet their full potential. In 2024, Active became wholly owned by Southern Cross Healthcare Limited; the largest and most trusted private healthcare provider in New Zealand.

A successful business is the result of teamwork and people working together in a spirit of partnership. Active is committed to promoting harmony and ensuring that consultation and co-operation are the basis for sound relationships with its employees.

Active is committed to its employees in the context of an employment relationship that is mutually beneficial.

Vision

Our vision is to be the leading brand of integrated interdisciplinary health clinicians, and we strive to achieve this through our commitment to provide a seamless, quality oriented, interdisciplinary experience for our clients which enables them to meet their potential.

Our Values

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

This role is responsible for the end-to-end service delivery for a portfolio of services. You will be directly responsible for supporting the oversight and process management for service contracts and the coordination of service delivery with health providers and supporting them in undertaking their work.

Your role will be responsible for supporting a portfolio of service contracts that is assigned and updated from time to time in consultation with Heads of Service Delivery.

Key Relationships

Internal

- Chief Executive Officer
- Executive Team
- Contracts Performance Manager
- Referrals Manager
- Active+ National Support Office Staff

External

- Active+ Provider Network
- Southern Cross Healthcare Staff
- Funders including ACC and HNZ
- Other referrers
- Advisors

Accountabilities

The **Senior Service Delivery Coordinator** is accountable for the below areas on specified services.

Accountability	Key tasks
Claims Administration	- Responsible for receiving and processing referrals from funders and allocating to service providers. - Responsible for confirming that the referral has been received and actioned by service provider/s. - Liaison with relevant Manager/s when referrals cannot be allocated.
Service Delivery Administration Tasks	- Thorough understanding of contracted services to support contractual compliance for internal and external stakeholders - Provide day-to-day administration of specified contracts and support to providers. - Ensure claims administration procedures are completed accurately, efficiently and within expected timeframes (e.g. approvals, costing sheets, funder reports, respond to provider queries) - Support communication with funders, providers and clients including answering external phone lines. - Appropriately escalate queries from providers or funders to the appropriate manager. - Support the wider service team to undertake tasks across different service portfolios according to company need and as directed by Managers.
Quality initiatives	- Undertake quality monitoring of internal processes, provider audits, contract KPIs and Contract variation tasks as directed by Contracts and Performance manager - Support and deliver training to Service Delivery Coordinators. - Support Managers with Contract specific external reporting tasks - Prepare and contribute information for internal reporting requirements
Projects	Provide support and administration for projects that are initiated by Head of Service Delivery / Contracts and Performance Manager, or as developed in our Active+ annual plan.
Documentation & Records	Maintain accurate records, manage correspondence as required, record meeting minutes as required.

	Support development and delivery of contract-specific resources to support delivery of a quality service including training manual, costings sheets, contract codes or other tasks as outlined by Contracts and Performance manager
Continuous Improvement	Contribute to improving administrative processes and systems.
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 desirable: - Attention to detail and accuracy - Previous experience in health-based administration or coordination roles in a New Zealand setting preferred - Knowledge of Gensolve, and other software platforms utilised by Active+	Education and qualifications required: - NCEA Level 3 or equivalent education level achieved in Maths and English Education and qualifications desirable: - Qualification in business administration/ or health discipline

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| <ul style="list-style-type: none">• Knowledge of modern business software and platforms• Ability to work independently and collaboratively• Ability to work efficiently in a hybrid manner• Communication skills• Organisation and prioritisation skills | |
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