Position Description

Position title:	National Quality Advisor- Quality Improvement & Innovation	Date	Feb 2026
Reports to:	Head of Quality and Clinical Governance	Department:	Clinical Directorate
Number of reports:	0	Location:	National Support Office
Delegated financial authority:	0	Budget ownership:	

Our Organisation

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

Across our nationwide network, 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.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	**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

The National Quality Advisor Improvement & Innovation is an integral member of the National Clinical Directorate and the Clinical Governance and Quality team. The role leads and influences system-wide opportunities for improvement across the SCH network by prioritising initiatives using clinical risk, promoting innovation, and ensuring visibility and alignment of quality improvement efforts.

In addition to supporting idea generation and building improvement capability across the network, the role contributes to broader safety, quality, and risk activities within the team and the wider organisation. It provides flexible, responsive support to hospitals and portfolios as priorities change, helping to drive sustainable improvements in patient safety and care quality.

Key Relationships

Internal
- Head of Quality and Clinical Governance
- Clinical Directorate and CMO
- Executive Leadership Team and Senior Leadership Groups
- National Support Office (NSO) resource teams
- Hospital Safety, Quality and Risk Managers
- Hospital senior leadership teams

External
- External Regulators and Accreditation Bodies

Key Accountabilities

Quality Improvement & Innovation Leadership
- Lead and support the application of the Connected Care framework to enable consistent, structured continuous improvement across the network.
- Identify system-wide opportunities for improvement using data insights, clinical risk information, and stakeholder engagement.

- Prioritise improvement initiatives based on risk, strategic alignment, and potential impact on patient safety and quality.
- Lead or support high-priority improvement projects using recognised methodologies (e.g., Model for Improvement, Lean, Six Sigma).
- Foster a culture of innovation by enabling processes for staff to submit, develop, and test improvement ideas.
- Support rapid-cycle testing, prototyping, and pilot programmes to accelerate learning and improvement.
- Promote cross-site collaboration to spread successful initiatives and build network-wide engagement.
- Maintain and evolve improvement frameworks, tools, and resources to support consistency and capability across the organisation.

Portfolio Management & Project Visibility

- Maintain visibility of improvement activity across the network, ensuring alignment with national safety, quality, and clinical governance priorities.
- Maintain national dashboards, reporting mechanisms, and project registers to track progress and provide clear oversight.
- Identify emerging risks, trends, and opportunities by synthesising data, incident insights, and feedback from hospitals.
- Work collaboratively with the National Clinical Governance & Quality team to ensure improvement aligns with broader safety, risk, and quality functions within the Clinical Directorate.

Capability Building & Network Partnership

- Build capability in improvement methodologies, tools, measurement, and change management across clinical and operational teams.
- Provide coaching, mentoring, and training in improvement science to staff at all levels.
- Support hospitals to develop and strengthen local improvement infrastructure, governance processes, and measurement systems.
- Develop and sustain communities of practice for safety, quality, and improvement practitioners.
- Share evidence, learning, and good practice across sites to drive consistency and reduce unwarranted variation.
- Partner with facilities to respond to site-specific quality, safety, and risk priorities and emerging challenges.
- Promote and embed cultural safety, equity, evidence-based practice, and continuous learning in improvement approaches across the network.

Team Collaboration & Professional Development

As a core member of the Clinical Directorate and the National Clinical Governance & Quality team, this role contributes to a collaborative, portfolio-based structure that balances specialist expertise with flexibility and shared responsibility:

- Work across portfolios to support organisational priorities and ensure hospitals receive consistent national support.
- Contribute specialist expertise to cross-portfolio initiatives while developing capability across all quality domains.

- Participate in portfolio allocation and potential rotation over time, based on strengths, preferences, and development goals.
- Engage in regular role and development check-ins to ensure alignment with career goals and organisational needs.
- Demonstrate shared accountability for supporting hospitals across all areas of safety, quality, risk, and improvement.

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:	**Education and qualifications required:**
5+ years' experience in quality improvement, patient safety, clinical governance, quality management, risk management, or related healthcare roles. - Proven ability to deliver measurable improvements in patient safety and care quality.	- Tertiary qualification in a relevant health discipline (e.g., nursing, allied health, public health, health science, quality management). **Education and qualifications desirable:** - Postgraduate qualification in quality improvement, patient safety, health leadership, or similar.

- Hands-on experience using recognised improvement methodologies (e.g., Model for Improvement, Lean, Six Sigma).
- Demonstrated ability to build improvement capability through coaching, mentoring, or training.
- Experience working across multiple sites, regional programmes, or in a national context.
- Exposure to, or involvement in, clinical risk management processes such as incident review, risk assessments, or clinical governance reporting.

Experience and skills desirable:

- Strong understanding of quality systems, clinical governance frameworks, and risk management principles.
- Strong understanding of change management and implementation science
- Advanced data analysis and statistical process control skills
- Excellent facilitation, coaching, and project management skills
- Outstanding communication skills with ability to influence at all organisational levels
- Understanding of human-centered design and co-design methodologies
- Knowledge of Te Tiriti o Waitangi, cultural safety, and health equity in improvement work

- Certification or formal training in improvement methodologies (e.g., Model for Improvement, Lean, Six Sigma, or equivalent).
- Additional training in risk management, human factors, systems thinking, or innovation.

Leadership Attributes

Human Centred Leadership
- Empathy
- Adaptability
- Connection

Performance Coach
- Accountability
- Engagement
- Collaboration

Change Enabler
- Execution
- Energy
- Contribution