



Position Description

Position title:	Service Delivery Coordinator	Date:	December 2025
Reports to:	Service Delivery 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 orientated, interdisciplinary experience for our clients which enables them to meet their full 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 providing end-to-end service administration for a portfolio of services. You will be one of a team of administrators responsible for administration and process management of healthcare referrals and the coordination of service delivery with health providers to support them in undertaking their work.

Your role may involve working across a portfolio of service contracts that are assigned and updated from time to time in consultation with Heads of Service Delivery.

Key Relationships

Internal

- Chief Executive Officer
- Executive Team
- Active+ National Support Office Staff

External

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

Accountabilities

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

Accountability	Key tasks
Claims Administration	<ul style="list-style-type: none"> 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 Service Delivery Manager when referrals cannot be allocated.
Service Delivery Administration Tasks	<ul style="list-style-type: none"> Provide day to day administration of specified contracts and 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 Service Delivery Manager. Support the wider service team to undertake tasks across different service portfolios according to company need and as directed by Managers.
Projects	<ul style="list-style-type: none"> Provide support and administration for projects that are initiated by Head of Service Delivery / Service Delivery Manager, or are developed in our annual plan.
Documentation & Records	<ul style="list-style-type: none"> Maintain accurate records, manage correspondence as required, record meeting minutes as required.
Continuous Improvement	<ul style="list-style-type: none"> Contribute to improving administrative processes and systems.
Health, Safety and Wellbeing <ul style="list-style-type: none"> 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+
- Knowledge of modern business software and platforms
- Ability to work independently and collaboratively
- Ability to work efficiently in a hybrid manner

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