



Proudly part of the



Position Description

Position title:	Service Delivery Coordinator	Date:	September 2025
Reports to:	Service Delivery Manager	Department:	Service Delivery
Number of reports:	Direct: Total (include indirect):	Location:	Active+ National Support Office
Delegated financial authority:	N/A	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

Our Vision at Active+ is to be distinctive by offering exceptional services and solutions by a network of people across New Zealand, delivering with integrity and innovative flair. We aim to anticipate and surpass all expectations of our clients and inspire them to wellness.

Our Values

We achieve our vision through our 3 key values, which are:

- **Care First** - Ko te manaakitanga te mauri o te ora, ko te aroha te manawa o te mahi. Caring is the life force of wellbeing; love is the heart of our work.
- **Better Together** – Ko te mauri ke te mahi tahi me te ora, ko te kotahitanga te kaha o te tangata. The essence of working together, wellbeing, and unity is the strength of our people.
- **Pursue Excellence** – Ko te mana o te angitū, ko te mauri o te whakairo hou, me te hiriri, ko te whanaungatanga. The power of success is the quality of fresh thinking, energy and relationships.

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 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 staff
- Clinical Consultants
- Active+ Provider Network
- Other Active+ staff

External

- Funders including ACC, Health New Zealand, Insurance companies and Third Party Agencies
- Other referrers
- Cultural Advisors

Key Accountabilities

Claims Management

- Supports the Service Delivery team as required to receive referrals from funders and allocate to service providers.
- Supports the Service Delivery team as required to confirm in the system that the referral has been received and actioned by our provider

Service Delivery Administration Tasks and day to day administration of specified contracts and providers

- Ensures tasks given as part of claims administration procedures are completed (e.g. approvals, costing sheets, funder reports, respond to provider queries)

Delivery of specific projects as assigned by the Head of Service Delivery or developed in our Annual Plan

- Provide support for projects that are initiated

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:**

- Track record of success in operational roles
- Two years' experience in coordinator role comparable in size

Experience and skills desirable:

- Previous experience in health-based administration and management in a New Zealand setting preferred
- Excel proficiency
- Extensive knowledge of Gensolve, OneHub/Provida and Basecamp and other software platforms utilised by Active+ preferred

Education and qualifications required:

- N/A

Education and qualifications desirable:

- Qualification in business administration/management or health discipline preferable

Leadership Attributes**Human Centred Leadership**

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution