

Position Description

Head of Clinical Strategy and Delivery

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

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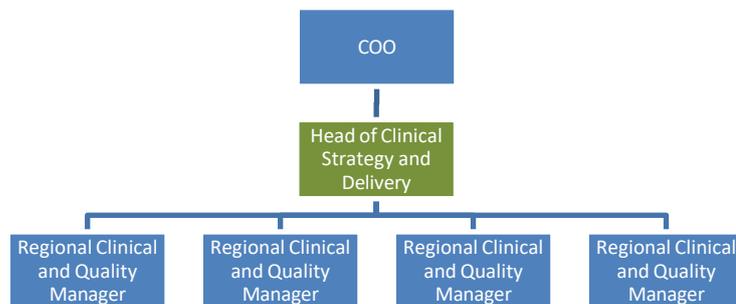
The Head of Clinical Strategy and Delivery will lead the development and execution of clinical strategies that ensure high-quality, person-centred, and culturally responsive care for residents across aged care facilities. This role is responsible for aligning clinical operations with strategic objectives, regulatory requirements, and best practice standards within the New Zealand aged care context, including obligations under the Health and Disability Services Standards and Te Tiriti o Waitangi.

The Head of Clinical Strategy and Delivery will lead a team of four Regional Clinical and Quality Managers, who are responsible for the day-to-day oversight, support, and development of clinical care across their respective regions. This structure enables locally responsive, regionally aligned, and nationally consistent delivery of high-quality aged care services.

Each Regional Clinical and Quality Manager acts as the primary clinical leader for facilities in their geographic or functional portfolio, working collaboratively with the trios, Care Home and Clinical Managers and other operational leaders to embed strategic goals into frontline service delivery.

- Reports to:** Chief Operating Officer
- Direct Reports:** Regional Clinical and Quality Managers (RQM)
- Functional Relationships:** COO
 Head of Quality and Compliance
 Regional Clinical and Quality Managers
 Care Home and Village Manager(s)
 Clinical Services Manager(s)
 Registered Nurses
 Care Home and Village employees
 People and Culture Team
 Support Office Teams
 Wider employee network

Team Structure:



Key Accountabilities:

Strategic Leadership

- Develop and implement national clinical strategy and models of care that align with organisational goals and health sector reforms.
- Identify and respond to trends, innovations, and policy changes impacting aged care, ensuring future-ready clinical frameworks.

Clinical Governance & Quality Assurance

- Oversee clinical governance frameworks to ensure safe, effective, and high-quality care delivery.
- Lead continuous improvement initiatives in clinical practice, risk management, and service delivery.
- Ensure compliance with all relevant legislation and accreditation standards, including MOH and HealthCERT requirements.

Service Delivery & Operational Management

- Guide and support clinical leaders across facilities to meet key performance indicators related to care outcomes, staffing, audits, and resident satisfaction.



- Drive the streamlining and simplification of clinical operations, eliminating duplication and optimising clinical leaders day to day on the job experience.
- Drive consistency in clinical practice, documentation, and care planning systems (e.g., InterRAI, electronic health records).
- Support integration of multidisciplinary services including primary care, allied health, and Māori and Pacific health providers.
- Support for Business Development in the attainment of additional clinical revenue streams.

Regional Clinical Oversight

- Provide strategic leadership and direction to the four Regional Clinical Support Managers to ensure consistent clinical performance and quality standards across all regions.
- Monitor regional performance data, incident trends, complaints, and audit results, and support Regional Managers to implement targeted improvement plans.
- Monitor and review clinical policies and procedures to reflect changes in clinical practice, research, regulatory requirements, and evidence based best practice
- Ensure that regional variations in health needs (including rurality, access, and population diversity) are reflected in clinical strategy and delivery.
- Support Regional Clinical and Business Managers in the management and investigation of clinical complaints and compliance issues, ensuring that that complaints are satisfactorily resolved and responded to, with all timeframes met.

Mentorship and Capability Building

- Coach and mentor Regional Clinical Support Managers to grow their leadership capacity and clinical influence.
- Promote shared learning and collaboration across regions through forums, workshops, and system-wide initiatives.
- Ensure regional teams are equipped with tools, guidance, and professional development to deliver safe and responsive care.

Integration and Alignment

- Ensure alignment of regional clinical delivery with national strategies, regulatory standards, and the organisation's mission.
- Work closely with the People & Culture team to support consistent recruitment, induction, and clinical training across regions.
- Facilitate cross-regional initiatives to standardise best practices and leverage innovation from any one region across the full network.

Workforce Development

- Champion clinical leadership development, mentoring, and succession planning.
- Oversee training and professional development programmes to maintain clinical competencies and meet workforce planning needs.

Stakeholder Engagement

- Collaborate with residents, whānau, staff, DHBs/Health New Zealand, and external partners to shape clinical services.



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- Promote a culture of transparency, learning, and partnership with internal and external stakeholders.

Health and Safety



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Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

TBC

The intent of this position description is to provide a representative summary of the major duties and responsibilities, and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.