

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Quality Coordinator			
Reports to	Radiology Manager			
Location	Hutt Valley			
Department	Radiology			
Date	August 2026			
Salary band (indicative)ⁱ	Designated Grade B or equivalent			
Children's Worker roleⁱⁱ	No			

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Provide an internal and independent quality assurance function that ensures IANZ and other internal and external QA programme requirements are met.

The role will also assist the Radiology Manager in delivering an effective quality and risk programme, participation in internal and external audit activities, complaints resolution, and development and facilitation of quality improvement activities.

The role may also have a clinical Medical Imaging Technology component; although not essential.

Assistance is also required to support the Quality / Risk Unit in duties associated with the emergency management and privacy / security functions.

Scope and Focus of Role

The Quality Coordinator:

- Provides support for all Radiology staff to enable high quality service delivery across the hospital.
- Supports the establishment of a culture of continuous improvement that links Hutt Hospital Radiology service activities to overall hospital operational strategies
- Fosters excellence in operational standards and professional conduct for the Service
- Supports new and innovative ideas which improve patient experience and outcomes
- Identifies emerging issues, risks, threats and opportunities early and mitigates these
- Coordinates audit and accreditation processes across the Radiology Department

Key Result Area	Expected Outcomes / Performance Indicators
Reviews/Audits	• In consultation with the Radiology Manager conduct annual review of Radiology Quality Systems • Facilitate the internal and external audits required to meet IANZ requirements • Conduct periodic Quality Audits in each Radiology Area • Ensure Audit reports are distributed and actioned • Copies of Audit reports provided to the Radiology Manager and MRG
Documentation	• Establish and maintain standardised documentation of the Radiology Quality Manual • Document Control is effectively managed • Quality System reviewed, revised and approved in a timely manner • Reports on activity are provided to the Radiology Manager and MRG
Quality Improvements	• Encourage the development of Quality initiatives that promote and enhance Continuous Quality Improvement • Radiology staff aware of and involved in QA programmes that improve service delivery • A customer focused Radiology Service is promoted • Facilitate quality activities between Radiology and other areas of the hospital • Assist in resolution of complaints including overview of reports and letters written to complainants, facilitation of meetings to address issues and follow up on actions taken to minimise reoccurrence.
Radiology Quality Management System	• IANZ Accreditation maintained • Development and maintenance of an effective Radiology Quality Management system • Testing processes carried out in compliance with written protocols • Audits completed satisfactorily • Actively participates in MRG
Professionalism	• Displays a high degree of professionalism • Maintain a high personal standard of quality, accuracy and reliability in all activities and procedures undertaken • Displays a sound working knowledge of current practices and developments. This is achieved by reading relevant journals

	and texts, attending meetings and in-service educational sessions, consulting with colleagues and liaising with external agencies. • All work produced is of highest quality • Reports issued in a timely manner
Communication	• Appropriate communication and interpersonal skills are used • Displays a professional approach when dealing with patients and other staff, communicating clearly and effectively • Attending and participating in staff meetings • Explains purpose and process of procedure in clear concise language

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• NGO Health Providers • Primary Health Organisations • Pacific Radiology • Private Practices	• CHOD • SMOs • Sonographers • MITs Administration Staff • Radiology Nurses • Radiology Health Care Assistants • RRIS/PACS Team • Orderlies • Other Departments • Health New Zealand Capital Coast & Wairarapa

About you – to succeed in this role

You will have

Essential:

- A tertiary qualification and/or significant clerical work experience in a related field
- Excellence in customer service role

Desired:

- Strong communication skills

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Be a good team player; able to work with others to achieve team goals
- Work independently without supervision, using initiative
- Work under pressure

- Be flexible, positive attitude to work
- Show accurate and efficient work practices
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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.