

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	Midwife Manager (community)
Reports to	Operations Manager Women's and Children's Health - Hutt Operations Manager Women's Health – Wellington
Location	Capital Coast and Hutt Valley
Department	Community Midwifery
Date	21/08/26
Salary band (indicative)ⁱ	\$141,644 – \$168,549
Children's Worker roleⁱⁱ	Yes

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 Midwife Manager provides clinical, operational and professional midwifery leadership and management to the maternity team and facilitates effective and safe day to day operations.

The role leads implementation of organisational and service specific initiatives. This includes the direct line management of the Community Midwifery teams, Maternity Assessment Unit staff, Early Pregnancy Loss Clinic staff, Newborn Hearing screeners, Lactation Consultants, Māori and Pacific breastfeeding advocates and educators, Maternal Health Coordinators and Midwife Antenatal Liaison. The key functions of this role are:

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	- Provide clinical and organisational leadership for staff through demonstration of speciality specific knowledge and skills - Advocate for the organisation and service strategic direction, providing leadership that enables women to positively experience healthcare in what is an evolving health care setting - Ensure effective implementation of initiatives in their work area - Enables leadership capability within the clinical workforce to be supported by appropriate education and professional development opportunities

	• Works with the District Chief Midwife and Associate Directors of Midwifery as key role models for standards of practice, codes and professional conduct • Promote opportunities for midwifery-led care, services and opportunities for midwives to work to top of scope • Advocate on behalf of women/people and whānau as appropriate and in a culturally safe manner • Role models midwifery participation in multidisciplinary team by communicating effectively and working to strengthen multidisciplinary relationships • Delegates responsibility to staff to maintain a clinical development portfolio or clinical improvement project • Maintains a professionalism when representing midwifery within the organisation, and when involved in inter-agency committees and working groups
Management	• Ensuring services are run in a way that is clinically effective and operationally efficient and all deliverables are achieved – the outcomes and results of which can be measured • Manages systems, processes and resources that enable staff to meet the needs of women/people and babies in an efficient and effective manner. • Maintain a clinical safety overview of the women/people, the management of staffing resources matched to demand and the oversight of planning future care requirements. • Fosters an environment which is dedicated to meeting the expectations of women/people and their whānau using our service. • Supports their teams to use independent judgement and apply ethical principles to resolve care issues • Effectively uses team dynamics to build team processes and strengths • Demonstrates a lead role in the effective resolution of issues or conflicts • Proactively manages recruitment process of new staff • Actively promotes clinical care that is consistent with established evidence-based practices in policies, procedures and guidelines • Provides timely, accurate and constructive feedback on performance and provides relevant development opportunities including annual appraisal with agreed goals, education, objectives and leave plans. QLP is encouraged for all midwifery staff and PDRP for nursing staff and Technical Merit Progression for newborn hearing screeners. • Liaises with the Midwifery Educators and Midwifery Clinical Coaches to ensure all staff participate in required education to meet professional and organisational requirements • Actively builds succession plans and supports leadership and management development in senior teams • Manages staff performance issues by instigating appropriate performance improvement processes, including counselling or disciplinary processes (when necessary)

	• Provide management support to improve clinical outcomes and service delivery, including planning budgets and annual Capex requirements • Overview and sign-off for replenishment and purchase of equipment and supplies • Manages unpredictable/emergency situations efficiently, effectively, appropriately and promptly escalates any issues of concern • Overall responsibility for ensuring that the published roster is fair, equitable and compliant with the relevant MECA and safe staffing requirements • Priority setting, control implementation and planning for contingencies is evident in managing resources • Is familiar with applications required for role e.g. MAP/Concerto, TrendCare, MEWS, NOC/NEWS, Outlook, BEIMS, SQUARE • Manages reportable events, complaints and compliments including participating in reviews, staff debriefing, consumer responses, and completion of follow up processes • Communicates clearly in written and verbal forms, responding with respect, empathy, tact and diplomacy • Demonstrates effective group management, public relations and presentation skills
Professional Development	• Participates in relevant service and professional development programmes • Establishes annual goals and professional objectives • Professional portfolio, and annual practicing certificate are maintained • Attends advanced / postgraduate educational opportunities / conferences / forums relevant to the leadership role
Stakeholder Engagement	• Fosters and develops relationships with Iwi partners to deliver and better enhance the maternity experiences and outcomes for the wahine Māori and their whānau • Foster a working environment that promotes professional relationships with the MDT, develop staff potential, and provide professional development • Gets first-hand customer information and uses it for improvements in products and services • Develops relationships with external stakeholders to provide collaboration opportunities which improve community linkages and services • Supports and engages in organisational initiatives for staff feedback (i.e. embedding organisational values) • Collaborative working relationship with industrial representative groups, and is committed to delivering on all principles the Care Capacity Demand Management programme • Provides engagement opportunities for the team and supports attendance at organisational meetings • Midwifery practice complies with the philosophical and professional standards set by the Midwifery Council of New

	Zealand (MCNZ) and the New Zealand College of Midwives (NZCOM)
Continuous improvement and innovation	• Establish a culture of continuous improvement, ensuring a linked and cohesive view of the support service functions that identify opportunities and co-design innovative solutions to meet the changing needs, from local customers through to district services or whole sector • Implements best practice initiatives, monitoring audits, standards compliance and safe clinical practice • Maintains successful accreditation in programmes; in Baby Friendly Hospital Initiative (BFHI), Universal Newborn Hearing Screening Early Intervention Programme (UNHSEIP) • Manages patient safety reporting/response; leads investigation for clinical reviews, corrective action plans for incidents and complaints • Participate in and contribute to the organisations Quality & Safety and the Work Health & Safety Systems, processes and records • Supports leading evidenced based professional midwifery practice and maintaining standards of practice and service standards • Develops, implements, monitors, maintains and evaluates specialty policies, procedures and guidelines which meet best practice requirements • Facilitating improvements to delivery of care that provides equitable outcomes for communities, quality practice and support the development of new processes and systems
Te Tiriti o Waitangi	• Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to • Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance • Cultural competence is grown across the team, supporting inclusion and partnership
Health & Safety	• Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature • Areas of risk are reported to line managers and clinical leads, while strategies are adopted to eliminate or mitigate risk • Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply • Maintains a proactive culture of Health & Safety supported by systems • Health & Safety objectives are maintained through a planned service cycle which is reviewed annually, and monitored through appropriate governance structures • Ensure providers are aware of and have processes to comply with their health and safety responsibilities • Ensure that staff understand and adhere to organisational and professional standards and mandatory training – including but

	not limited to Health & Safety, Infection Control, Medication Safety, Risk Management and Emergency Procedures
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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred

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

Relationships

External	Internal
• [Consumers • Lead Maternity Carers • Charge Nurse Manager NICU/SCBU/Child Health • Neonatologists and neonatal nurse specialists • Integrated Operations Centre (IOC) • Māori Health services • Pacific Health services • Manager Patient Administration System • Chief Nursing Officer • Clinical Leaders • Executive Directors • SANDs • Unions • Community organisations • Tertiary Education Providers	• Group Manager, Women's and Children's • Associate Directors of Midwifery • Midwife Managers: Wellington, Hutt Valley, Kenepuru and Kāpiti • Midwifery, nursing, unregulated workforce • Allied Health workforce • Senior Obstetrics and Gynaecology staff • Administration staff • Maternity Quality & Safety, and VIP programme teams • Charge Nurse Managers: Gynaecology/GSG, Women's Clinics and Te Mahoe • Human Resources • Recruitment

About you – to succeed in this role

You will have

Essential:

- Registration with the Midwifery Council of New Zealand and a current annual practising certificate is essential
- A minimum of five years' experience working across the scope in the provision of primary and complex midwifery care
- Relevant post-graduate qualification or working towards this.
- Credible midwifery experience and knowledge in maternity facility appropriate to location of the Midwife Manager role
- Good understanding of the New Zealand midwifery model of care
- Experience and skill in building and managing effective relationships and networks, with a particular talent for collaboration and building trusting and respectful partnerships.

Desired:

- Strives for excellence and delivers high quality care that focuses on the needs of women/people, their babies and whānau

- Improving the health outcomes for Māori through the provision of culturally responsive care, in line with Te Tiriti o Waitangi obligations
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives
- Good listening skills
- Excellent computer and database skills
- Ability to work in an efficient and organised way.

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.
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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.