



Position Description

Position title:	Head of Hauora Māori & Cultural Safety	Date:	December 2025
Reports to:	Chief People and Culture Officer	Department:	
Number of reports:	Direct:4 Total (include indirect): 0 *also has oversight/functional leadership of the Kaimahi Māori Cultural Support roles	Location:	National Support Office
Delegated financial authority:		Budget ownership:	No
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

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.

By living this value every day, we create positive change that ripples through our people and communities, now and for generations to come.

Whakatauaiki

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

Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experience in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

By living this value every day, we combine our strengths and expertise. We support, and expect each other to deliver exceptional patient care.

Whakatauaiki

Ko te mauri ki 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

Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. Through whanaungatanga we're here to do our best work, delivering our best care for the people and communities we serve.

By living this value every day, people can count on us to improve, innovate and provide exceptional care, today and tomorrow, always delivering with the utmost integrity.

Whakatauaiki

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

The **Head of Cultural Safety** will lead the organisation's commitment to equitable, culturally safe, and person-centred care for Māori and Pacific communities. This role will embed our commitment to Te Tiriti o Waitangi, Māori models of health such as *Te Whare Tapa Whā* and *Te Pae Mahutonga*, and Pacific Peoples cultural frameworks such as the *Fonofale* model, ensuring that cultural perspectives inform clinical practice, policy, and leadership decision-making. and are woven into all aspects of service delivery, workforce development, and organisational strategy.

As a strategic advisor to the Executive Leadership Team (ELT) and Senior Leaders across the organisation on cultural safety matters, health equity, and engagement with Māori stakeholders, the Head of Cultural Safety will also provide guidance with developing Strategic objectives that meet Core Tenet – Responsible Business and Te Tiriti o Waitangi.

The role will also be responsible for fostering culturally safe practices across all Southern Cross entities including wholly owned hospitals, subsidiaries and joint venture partnerships, developing individual and organisational cultural capability, actively engaging with Māori and Pacifica stakeholders to build trusted relationships, and providing advice and support on tikanga or Pacific cultural protocols in formal meetings and other forums with key stakeholders.

Key Relationships

Internal

- ELT & Senior Leadership Group
- Hospital and JV leaders and their teams
- People & Culture team
- Clinical Directorate
- NSO resource teams

External

- DAA Group Auditors
- Community Healthcare providers
- Iwi
- Te Whatu Ora/NZ Health
- Thought Leaders and key advisors in Māori and Pacific Cultural & Clinical Practice, organisational capability and Stakeholder engagement
- Health Funders
- Relevant external agencies for design, facilities and other areas of kaupapa Māori engagement

Key Accountabilities

Strategic Leadership

- Advise the Executive Leadership Team (ELT) and Board on Iwi engagement (including where relevant for potential commercial or strategic partnerships), cultural safety matters, health equity, and engagement with Māori stakeholders in the wider community,
- Provide support to ELT with developing Strategic objectives that meet Core Tenet – Responsible Business and Te Tiriti o Waitangi
- Whakawhaitaha: Develop and lead the strategy to strengthen our Māori workforce to inspire future generations and promote inclusivity, leading to better kiritaki and whānau-centred care and health outcomes
- Whakataputapu: Equip our services to align with Te Tiriti o Waitangi through a focus on Whakawhanaungatanga and Tino Rangatiratanga
- Tuhononga: Connect with Māori people to foster better health outcomes and to foster a more inclusive and effective healthcare system
- Develop and implement Southern Cross Healthcare Te Mana Whakahaere Hauora Māori Charter and work closely with the Chair of Te Mana Whakahaere Hauora to deliver against the Charter
- Provide strategic direction and leadership guidance for Te Tira Rearea o Māhutonga and ensure its Charter is aligned to strategic objectives
- Oversee the development and implementation of our Pacific Peoples' strategy

- Ensure Māori and Pacific Peoples worldviews, values, and practices are embedded into organisational policies, workforce development, and patient experience frameworks.

Partnership & Engagement

- Build and sustain authentic relationships with mana whenua and Māori health providers
- Build and sustain relationships with Pacific community organisations.
- Represent the organisation at local, regional, and national cultural and health forums.
- Facilitate co-design processes with Māori and Pacific communities for service development and improvement.
- Work closely with relevant roles within People and Culture to support an intersectional approach to diversity and inclusion initiatives

Clinical Integration and Equity Outcomes

- Work closely with clinical governance teams to integrate Māori and Pacific health models into patient care pathways.
- Support all wholly owned and JV hospitals in meeting the Māori & Pacific standards within the Ngā Paerewa HDSS and Pae Ora (Healthy Futures) legislation, including support for DAA Audits for In-patient hospitals, and preparation/support for Māori employees involved in audit interviews
- Review cultural safety events in Safehub and Cemplicity and support improved practices and education
- Provide expert advice and ongoing monitoring/evaluation on cultural safety in complex clinical and ethical decision-making.
- Monitor and evaluate health equity outcomes and recommend improvements. Report regularly equity indicators, Māori patient experience, and cultural safety outcomes
- Represent SCHL for the development and implementation of the revised external Māori PDRP
- Lead significant clinical projects with tikanga implications to ensure culturally appropriate policies, standards and ways of working e.g. Tissue return
- Develop SCHL plan for key programmes of work such as data sovereignty and health equity/health literacy frameworks
- Where of relevance to progressing SCHL strategic priorities, progress opportunities for kaupapa Māori research, evaluation, and evidence-based innovation, noting that executive approval is required given the limited research capability and infrastructure within the Private Healthcare sector.

Southern Cross Healthcare Trust Engagement

- Work closely with the Trust on healthcare equity projects
- Support the scholarship programmes at AUT and Waikato, and as more locations are enrolled, including interviews, relationships with the Māori departments at the schools and guidance for the Āwhinatanga mentorship programme
- Engage as appropriate on the Charitable surgeries programme of work
- Support Trust with Māori engagement strategies to develop meaningful relationships

Cultural Capability & Workforce Development

- Provide leadership oversight for the Kaimahi Māori Cultural Support roles, including balancing workload, FTE allocation and engagement
- Lead cultural safety education and competency frameworks for all staff, including clinical and non-clinical teams, and development of relevant modules and learning plan for Learning Hub as well as in-person workshops on relevant topics
- Mentor and develop leaders in bicultural and multicultural competence, ensuring alignment to organisational values.
- Support recruitment and retention strategies to grow Māori and Pacific Peoples representation across the workforce.

- Strategic oversight of hospital hauora Māori committees across the network.

People Management and Leadership

- Lead, motivate and communicate with team members to ensure they achieve personal, team and organisational objectives.
- Coach, mentor and develop team members, setting objectives and providing regular feedback to achieve objectives.
- Proactively own and drive performance management, talent management and succession planning for team.
- Drive the completion of key people and performance processes, including performance reviews, working in partnership with the People and Culture team.

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 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:

- Minimum 7 years in a senior engagement role in a Health or relevant Commercial context
- Strong understanding of Te Tiriti o Waitangi, cultural safety principles, and equity frameworks within the healthcare context
- Demonstrated expertise in Māori health models (*Te Whare Tapa Whā*, *Te Pae Mahutonga*)
- Working knowledge of Pasifika frameworks (*Fonofale*, *Talanoa* methodology).
- Proven experience engaging effectively with iwi, hapū, whānau, communities in a health or social services setting.
- Strategic leadership experience in a complex organisation.

Education Requirements:

- Clinically qualified or extensive Healthcare Experience in a clinical environment
- Post graduate qualification in Māori language and culture or in Māori health and equity outcomes or a related field of expertise

Highly Desirable:

- Tertiary qualification in nursing
- Competence in Te Reo Māori
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• Excellent facilitation, training, and capability-building skills. • Strong relationship-building, diplomacy, and communication skills. Competencies • Strategic Thinking: Ability to align property initiatives with broader organisational goals and long-term vision. • Relationship Management: Skilled in building and maintaining trust-based relationships with diverse stakeholders. • Communication & Influence: Excellent written and verbal communication skills, with the ability to influence at all levels. • Problem Solving: Proactive and solutions-focused, with the ability to navigate ambiguity and resolve issues effectively. • Resilience & Adaptability: Comfortable working in fast-paced, evolving environments with competing priorities.	
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Personal Attributes	
Human Centred Leadership • Empathy • Adaptability • Connection Performance Coach • Accountability • Engagement • Collaboration	Change Enabler • Execution • Energy • Contribution