**Position Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position title:** | Specialist Liaison Lead | **Date:** | 22nd September |
| **Reports to:** | Head of Spec. Engagement | **Department:** | CMO |
| **Number of reports:** | 0 | **Location:** | NSO |
| **Delegated financial authority:** |  | **Budget ownership:** | Yes/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.  **To help people live their best lives by reimagining healthcare.** | Our purpose is why we exist.  **To advance the provision of quality healthcare in Aotearoa New Zealand.** |

|  |
| --- |
| **Our Values** |
| **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.    **Better Together:** Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.    **Pursue Excellence:** Every day brings a new opportunity to improve, innovate, and excel. We don’t settle for ‘good enough’. We’re here to do our best work, delivering our best care for the people and communities we serve. |

|  |
| --- |
| **Role Purpose** |
| The Specialist liaison lead plays a critical role in managing and optimising referral pathways into our specialist services. This role exists to ensure timely, efficient, and patient-centred referrals by developing strong relationships with internal teams, external referring clinicians, and specialist providers together with their practices.  In addition, the role supports the profiling and promotion of specialists within the market, ensuring referring clinicians are well-informed and specialists are well-supported in building and sustaining their private practice. |

|  |  |
| --- | --- |
| **Key Relationships** | |
| **Internal**   * COO-WO * Head of Specialist Engagement * CMO & Lead Anaesthetist * General managers * Hospital operations * Marketing and Communications | **External**  • Specialist Surgeons and Physicians  • General Practitioners and Primary Care Clinics • Referring Allied Health Providers • Funders and Insurers |

|  |
| --- |
| **Key Accountabilities** |
| **Strategy**  • With the Head of Specialist Engagement, design specialist recruitment and retention strategies for the network  • Advise and influence the GMs and SLT in specialist engagement and stakeholder management  • Engage with ELT to develop key relationships with specialists  **Stakeholder Engagement and Relationship Management** • Build and maintain strong relationships with key referrers to ensure positive engagement  • Support the onboarding of new referring providers and specialists into the referral network • Provide timely and professional communication with all stakeholders  **Specialist Profiling and Practice Support** • Support the development of surgeon and specialist profiles for distribution to primary care and other referring networks • Coordinate marketing activities that raise awareness of new or existing specialists within the market • Assist surgeons in building sustainable private practices through referral support, market insights, and tailored onboarding • Build and maintain strong relationships with specialists’ Practice Manager’s and their staff.  **Referral Management and Coordination** • Manage the establishment of referral pathways  • Maintain accurate records of referral data and performance metrics • Identify and resolve referral issues or delays to minimise impact on patient care  **Process Improvement and Reporting** • Monitor referral trends and provide insights to inform service planning and development • Contribute to continuous improvement initiatives that enhance the referral experience  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:** • Minimum 7 years’ experience in a healthcare, specialist services, or referral coordination role • Proven experience working directly with medical specialists, including surgeons, in a professional or support capacity • Strong interpersonal and communication skills, with the ability to manage multiple stakeholders and build trusted relationships • Excellent organisational and problem-solving abilities, with attention to detail and a proactive approach • Comfortable working with digital systems (e.g. CRM, patient management or referral software)  **Experience and skills desirable:**  • Knowledge of the private healthcare sector and referral pathways in New Zealand • Experience in marketing or profiling of clinicians or health services • Familiarity with general practice and allied health referral behaviours • Understanding of commercial drivers for specialist practice growth | **Education and qualifications required:**  • Tertiary qualification in health sciences, business, or a related field to establish credibility in role • Current New Zealand driver’s licence (role may involve site visits or stakeholder meetings) |

|  |  |
| --- | --- |
| **Leadership Attributes** | |
| **Human Centred Leadership**   * Empathy * Adaptability * Connection   **Performance Coach**   * Accountability * Engagement * Collaboration | **Change Enabler**   * Execution * Energy * Contribution |