



Position Description

Position title:	Learning and Development Manager	Date:	March 2025
Reports to:		Department:	Learning and Development
Number of reports:	Direct: Total (include indirect):	Location:	Christchurch
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self Leading others		

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

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The purpose of this position is to actively promote staff development throughout the hospital and support the Hospital Senior Management Team to achieve the strategic goals of Southern Cross Healthcare

- To provide leadership and education to all clinical and non-clinical staff by leading and supporting Clinical Nurse Educators in developing and facilitating education
- To work in conjunction with General Manager & Department Managers to effectively attract, recruit and retain a competent workforce
- This position is part of the Senior Leadership team and makes a significant contribution to the overall management of the hospital, to ensure that the business retains a position within the healthcare market and is able to respond positively and effectively to competition

Key Relationships

Internal

- General Manager
- Ward Manager
- Theatre Services Manager
- Support Services Manager
- Facility Manager
- Supply Chain Manager
- Quality Manager
- Infection Prevention & Control Advisor
- Team Leaders
- CNS/CNE
- Medical Specialist
- Director of Nursing, Clinical Nurse Consultants (Ward and Perioperative)
- Nurse Consultant Learning & Development
- National Netp & PDRP Co-ordinator

External

- DHB NETP/Coordinator
- LAC (Learning Advisory Committee)
- Tertiary Educator Provider
- External Education Providers

Key Accountabilities

General

To lead and support the Senior Leadership team to provide leadership and education to the wider hospital staff:

- The strategic vision and goals are achieved as outlined in the hospital business plan, within the context of the wider Southern Hospitals network
- The hospital's culture is positioned to meet the challenges of the modern healthcare environment
- The hospital maintains excellent skills and staff competency within a competitive market
- The hospital management team is functional and operates within a proactive, collaborative and collegial framework
- Actively promotes Hauora Māori (Māori Healthcare) by role modelling the 5 principles of Titiriti o Waitangi applicable to the wider health and disability system as a whole (Tino Rangitiratanga, Equity, Active protection, Options, Partnership)
- Recognises the diversity of the Southern Cross Healthcare workforce and the attributes and skills they bring with them when planning and delivering training and education
- To work in conjunction with managers to effectively attract, recruit and retain a competent workforce
- Actively involved in networking within the Healthcare Sector
- Promotes an environment that contributes to ongoing demonstration and evaluation of competencies
- Role models excellence in professional nursing practice.

Management of Education & Coordination of Staff Development & Education Strategies

To assure staff training and education plan for all areas are maintained at excellent level:

- Support & guide the Senior Leadership team and Clinical Nurse Educators to assure staff training and education plan is developed and facilitated in all areas including core competencies and training in emergency matters
- Develops and maintains an annual education plan for the hospital
- Provides leadership to the Clinical Nurse Educators in the development of courses/sessions and course material, develops a resource library for all staff in management of people / development to succeed in their role
- Develops and maintains department orientation programme in conjunction with the GM, Department Managers, Clinical Nurse Educators
- Maintains a staff training register for the hospital
- Works with the Department Managers and Team Leaders to assess new training needs for staff following performance reviews.
- Develops individualised staff education plans that reflects the learning needs for staff
- Proactively develops and promotes a learning environment that is conducive for all staff
- Promotes and leads by example, the Southern Cross Professional Development and Recognition Programmes (PDRP) for clinical staff
- Coordinates the, NETP programme and nursing student's placement within the hospital
- Coordinates the hospital PDRP (if applicable)
- Coordinates delivery of the Liten up programme in partnership with the Health & Safety Facilitator
- Utilizes strategies and teaching methods that will maximize learning
- Contributes to/designs and implements processes and documents that support effective delivery of healthcare services
- Provides leadership to the Clinical Nurse Educators & Support Services Staff Administration support to facilitate new staff orientation, identifying their needs and making them feel welcome

Business Acumen

- Ensures appropriate and cost effective utilization of resources
- Maintains a database that reflects costs and benefits of staff training/education
- Takes a lead role in the growth and sustainability of the hospital through sound judgement and knowledge
- Stays abreast of national and international trends and issues in regard to elective surgical nursing, relaying this throughout the local hospital and network to ensure the organisation is positioned to meet the challenges of the modern health care environment.
- Effectively role models Southern Cross Healthcare values.

Quality

Contributes to the provision of quality, cost effective care to meet the service expectations and patient care needs:

- In conjunction with GM and Department Managers, identifies and develops strategies to address topical issues and any skills deficit in the workforce
- Has a clear understanding of the Ngā Paerewa Health & Disability Services Standard
- Uses continuous quality improvement in their practice and in the development of education programmes
- Has a clear understanding of the multidisciplinary nature of the human resource in the hospital
- Recognises and values the achievements of the hospital team
- Evaluates effectiveness of training to ensure a focus of continuous improvement
- Contributes to compliance with Ngā Paerewa Health & Disability Services Standard and hospital certification
- As a member of the SQRM committee works closely with GM, Quality Manager and Department Managers to develop and review quality plans
- Participates in quality improvement activities to educate and to improve standards of nursing practice
- Actively promotes the integration of Te Tiriti o Waitangi into clinical practice and provision of patient care

Policy Development, Auditing & Document Tracking

- Reviews and establishes clinical and other audits to ensure compliance with National Standards and Guidelines
- Contributes to the review and/or development of local and/or National policies and protocols ensuring they are underpinned by best practice and recent appropriate research, in order to ensure compliance with Ngā Paerewa Health & Disability Services Standard
- Contributes to Local and National projects, guidelines, policy development where appropriate
- Supports the Network Librarian, Quality Manager and Document Management Committee
- Collates all core competency training data and PDRP compliance
- Maintains Education Register
- Maintains local PDRP Register (if appropriate)
- Maintains Departments Certification List
- Identifies risk that could limit delivery of excellent quality healthcare in the hospital and develops action plans that are operational and cost effective to the organization

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:

- Proven leadership skills including empowerment, risk management, problem solving, decision making and delegation
- People management skills including recruitment, team building, conflict resolution, people development

Experience and skills desirable:

- 5 years recent post-graduate in surgical hospital environment
- Management experience in health
- Proven experience and ability in operational management and leadership within a surgical hospital environment

Education and qualifications required:

- Registered Nurse: (RGON, RCpN or BN)
- Post graduate qualification (or working towards) in related field (education, leadership and management)
- PDRP Expert Level or Proficient working towards Expert level

Education and qualifications desirable:

- Excellent communication skills
- Knowledge of computer systems to an intermediate level
- Team building skills
- Sound clinical expertise
- Staff management and development skills
- Teaching skills
- Familiar with and demonstrates a commitment to risk management and quality
- Competent with Information Technology and implementation strategy
- Familiar with the principles of project management and process reengineering

	<ul style="list-style-type: none">• Excellent problem solving skills• Clinical incident management
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Leadership Attributes	
Human Centred Leadership <ul style="list-style-type: none">• Empathy• Adaptability• Connection Performance Coach <ul style="list-style-type: none">• Accountability• Engagement• Collaboration	Change Enabler <ul style="list-style-type: none">• Execution• Energy• Contribution