



Position Description

Position title:	Hospital Education Lead	Date:	October 2025
Reports to:	Safety, Quality & Risk Manager	Department:	Safety, Quality & Risk
Number of reports:	Direct: NA Total (include indirect): Hospital Educators (if applicable.	Location:	Auckland Surgical Centre
Delegated financial authority:	No	Budget ownership:	Yes/No
Level of influence:	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 and at our national support office, 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.

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 purpose of this position is to enable an environment of continuous staff development across the hospital and to assist the Hospital Senior Management Team in realising the strategic objectives of Southern Cross Hospitals

This role is responsible for providing leadership and educational guidance to both clinical and non-clinical staff, working closely with Clinical Nurse Educators to develop and facilitate educational programs.

To collaborate with the General Manager and Department Managers to implement effective strategies for attracting, recruiting, and retaining skilled and capable professionals.

Key Relationships

Internal

- Safety, Quality and Risk Manager
- Hospital leadership team
- Southern Cross Healthcare staff
- National Support Office resource teams

External

- DHB NETP Coordinator
- Tertiary Educator Provider
- External Education Providers
- Professional Networks

Key Accountabilities

Lead Education Outcomes

- Acknowledges and values the diverse skills of the Southern Cross Healthcare team when planning and delivering training.
- Actively engages in networking within the Healthcare Sector.
- Cultivates an environment that encourages the ongoing demonstration and assessment of skills.
- Sets an example of exceptional nursing practice.
- Builds and maintains connections with local Te Whatu Ora and Tertiary Education providers for improved nursing education.
- Supports and guides Department Managers, Team Leaders, and Clinical Nurse Educators in the development and facilitation of staff training in various areas, including emergencies.

Coordination of Staff development & Education Strategies

- 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 and maintains department orientation programme in conjunction with Department Managers and Clinical Nurse Educations
- Maintains a staff training register for the hospital.
- Works with the Department Managers and Team Leaders to assess new training needs for staff when required.
- Assist Department Managers and Team Leaders to develop 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 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, and Liten up hospital coordinator
- 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 & non-clinical staff to facilitate new staff orientation, identifying their needs and making them feel welcome.

Quality

- Contributes to the provision of quality, cost-effective care to meet the service expectations and patient care needs.
- Provides guidance on cost and benefits of staff training/ education to encourage appropriate utilisation of resources.
- Works with Safety, Quality & Risk Manager and Department Managers to identify and develop strategies to address topical issues and any skills deficit in the workforce.
- Has a clear understanding of the Ngā Paerewa Health & Disability Services Standard and contributes to compliance with Ngā Paerewa Health & Disability Services Standard and hospital certification.
- Participates in the Safety, Quality, and Risk Management (SQRM) committee.
- 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, to ensure compliance with Ngā Paerewa Health & Disability Services Standard
- Contributes to Local and National projects, guidelines, policy development where appropriate.
- 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 organisation.

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
- Sound clinical expertise.
- 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:

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Leadership Attributes

Human Centred Leadership • Empathy • Adaptability • Connection Performance Coach • Accountability • Engagement • Collaboration	Change Enabler • Execution • Energy • Contribution
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