



POSITION DESCRIPTION | TE WHAKAATURANGA MAHI

NGĀ TAIPITOPITO TŪRANGA | Position Details

Position Title	Quality, Risk & Assurance Manager
Business Unit	Business Practice
Division	Corporate Operations
Reports to	Riki Nia Nia, Pouwhakahaere Matua
Location	Te Rau Ora Wellington office
Date	July 2026

KO TŌNA IHO | Purpose

Te Rau Ora is a national centre for Māori health and wellbeing in Aotearoa, New Zealand. Our vision is a future where whānau are thriving, self-determined and well. We are committed to a future Māori workforce that drives the design and delivery of health services in Aotearoa, New Zealand and improve Māori health outcomes. Te Rau Ora has a national reach with offices in Kirikiriroa, Pōneke and Ōtepoti.

NGĀ WHAI HUA | Values

Our values are informed by ngā kōrero o ngā tipuna:

Wairuatanga: In all our interactions with whānau, partners and stakeholders we will hiki wairua.

Manaakitanga: Cultivating a caring, mana affirming culture that supports and uplifts one another and values whānau as taonga.

Kia Ngatahi Te Waihoe: We believe in the power of unity, paddling together as one to overcome challenges and reach out shared destination.

Puawaitanga: We believe in collectivised strength, working together to achieve common goals for those we serve.

Kotahitanga: We nurture courageous and innovative approaches, prioritizing whānau-led solutions that emphasise reciprocity, accountability and mutual respect.

Māia: We empower whānau to lead with strength, confidence, and integrity in Hauora Māori.

The Toitū Accord

This role will demonstrate an understanding of and develop in the ten markers of Māori Leadership for Health and Wellness. These are essential elements for united action of inclusive Māori Health Leadership, that aim to improve Māori health or increase levels of wellness.

- Committed to the advancement of Māori health and wellness
- Accountable to Māori
- Informed by old and new knowledge
- Sustainable into the future
- Grounded in te ao Māori
- Consistent with Te Tiriti o Waitangi
- Connected and collaborative
- Strategic and innovative
- Aligned to global indigenous priorities
- Ready to promote policies and practices for Māori health and wellbeing

More information on the markers of Māori Health Leadership:

TAKE TŪRANGA | The Role

The Quality, Risk & Assurance Manager is responsible for driving and overseeing quality, risk, and assurance functions across Te Rau Ora. This role ensures that organisational and sector expectations are met through the application of robust quality practices, responsive risk management, and alignment with both internal and external assurance requirements. Working across all levels of the organisation, this role provides strategic guidance and system oversight to strengthen high-quality, culturally grounded delivery aligned with the kaupapa and outcomes of Te Rau Ora.

NGĀ TAKOHANGA MATUA | Key Accountabilities

Quality and Risk System Oversight

- Provide strategic oversight of the organisations Quality Management System and Risk Management Framework.
- Lead the development and implementation of both systems, ensuring they are embedded into practice by managers, directors, and kaimahi.
- Maintain oversight of the central risk register and ensure that quality documents and records are controlled, current, and compliant with QMS requirements.
- Oversee quality-related policies to ensure they remain aligned with the QMS.
- Support cross-functional integration of quality and risk processes into planning, delivery, and improvement activities.

Capability Building and Support

- Build understanding and confidence in applying quality and risk practices across all levels of the organisation.
- Deliver training, induction, coaching, and practical resources that support consistent and culturally grounded practice.
- Promote a culture of accountability, learning, and shared responsibility for quality and risk.

Monitoring, Evaluation and Continuous Improvement

- Coordinate internal audits, evaluations, and reviews to assess system performance and support continuous improvement.
- Track and report on the status of corrective actions, risk treatments, and opportunities for improvement.
- Use data, feedback, and lessons learned to inform system improvements and organisational learning.
- Contribute to long-term planning for the growth and maturity of the organisation's quality and risk systems.

Assurance and Compliance

- Ensure we are prepared for internal and external audits, including ISO and other sector standards.
- Coordinate organisational responses to assurance processes and evaluations.
- Maintain oversight of documentation to demonstrate compliance and accountability.

Governance and Strategic Reporting

- Provide accurate, timely reporting to the Executive Leadership Team, Audit & Risk Committee, and Board.
- Present strategic insights that support organisational decision-making, resource planning, and system enhancement.
- Ensure leadership visibility of key risks, performance data, and system developments.

Relationship Building

- Supports building and maintaining relationships with stakeholders
- Collaborates with others positively to achieve successful outcomes

Valuing and Nurturing Diversity

We are a workplace that values and utilises diverse and inclusive thinking, people, and behaviours. This means that contributions of kaimahi with diverse backgrounds, experiences, skills, and perspectives are valued and respected, to enable the organisation to recognise and positively respond to the different needs of groups and individuals within the Institutions' communities.

Culture

- Support and maintain a culturally safe environment and recognise the role of Te Tiriti o Waitangi in providing a framework for this in Aotearoa.
- Uphold a tikanga-driven culture, supporting spiritual wellbeing to unleash innate potential and intelligence.

Other Duties

Any other duties as requested by your manager.

TE RAHINGA O TE TŪRANGA: Position Dimensions

Financial delegations	Nil
HR delegations	Nil
Key Internal Relationships	• Te Rau Ora Chief Executive and Leadership Team • Te Rau Ora Management and Staff • Audit & Risk Committee (ARC) • Quality Management Committee (QMC)
Key External Relationships	• External auditors and regulatory bodies • Stakeholders • Suppliers and Vendors

TĀTAI PŪMANAWA: Person Specifications

Experience	• Demonstrated experience in Quality Management Systems, preferably ISO 9001. • Proven application of risk management frameworks and processes. • Strong understanding of assurance processes, internal audits, and compliance requirements. • Demonstrated ability to implement culturally grounded and kaupapa Māori aligned practices. • Excellent interpersonal, communication, and facilitation skills. • Strategic thinking and leadership capability at organisational and governance levels.
Personal Attributes	• Commitment to kaupapa Māori principles, te Tiriti o Waitangi, and cultural safety. • Integrity, accountability, and a collaborative working style. • Innovative mindset, fostering continuous improvement and organisational learning. • Proven leadership capability with a focus on capability building and empowerment of kaimahi.
Qualifications	• Relevant qualification or certification in Quality or Risk Management, or currently working toward one. • Equivalent experience may be considered where a qualification is not yet held.
Judgement	• Takes advice from manager or team to inform decisions in a timely manner • Critically thinks before taking action • Knows their strengths and weaknesses