

# POSITION DESCRIPTION

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

April 2025

**Health New Zealand | Te Whatu Ora Waitaha Canterbury is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.**

<b>Position Title:</b>	<b>Administrative Assistant</b>	
<b>Reports to:</b>	<i>Reports to on a daily basis:</i> Chief Pharmacist, Pharmacy Service Manager, Pharmacy	
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"> <li>• Pharmacy management team (all sites); all other Pharmacy staff</li> <li>• Payroll</li> <li>• Procurement</li> <li>• Other Health NZ Canterbury staff</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>• Consumers; Patients</li> <li>• Community Pharmacies; general practitioners; other community-based health providers</li> <li>• Pharmaceutical suppliers/wholesalers; external transport/courier services</li> </ul>
<b>About Us:</b>	<p>The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.</p> <p>We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:</p> <ol style="list-style-type: none"> <li>1. The health system will reinforce Te Tiriti principles and obligations</li> <li>2. All people will be able to access a comprehensive range of support in their local communities to help them stay well</li> <li>3. Everyone will have equal access to high quality emergency and specialist care when they need it</li> <li>4. Digital services will provide more people the care they need in their homes and communities</li> <li>5. Health and care workers will be valued and well-trained for the future health system</li> </ol>	
<b>Te Mauri o Rongo – The New Zealand Health Charter:</b>	<p>Te Mauri o Rongo provides an overview of the intent of the charter. In order to guide the culture, values, and behaviour expected of the health sector, Health New Zealand Te Mauri o Rongo provides common values, principles, and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.</p> <p>The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo</p>	

	<p>in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.</p> <p>It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.</p> <table border="1" data-bbox="373 423 1378 748"> <tr> <td data-bbox="373 423 560 506"><b>Wairuatanga</b></td> <td data-bbox="560 423 831 506">The ability to work with heart</td> <td data-bbox="831 423 1378 506"><i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i></td> </tr> <tr> <td data-bbox="373 506 560 589"><b>Rangatiratanga</b></td> <td data-bbox="560 506 831 589">Ensuring that the health system has leaders at all levels who are here to serve</td> <td data-bbox="831 506 1378 589"><i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i></td> </tr> <tr> <td data-bbox="373 589 560 692"><b>Whanaungatanga</b></td> <td data-bbox="560 589 831 692">We are a team, and together a team of teams</td> <td data-bbox="831 589 1378 692"><i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i></td> </tr> <tr> <td data-bbox="373 692 560 748"><b>Te Korowai Manaaki</b></td> <td data-bbox="560 692 831 748">Seeks to embrace and protect the workforce</td> <td data-bbox="831 692 1378 748"><i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i></td> </tr> </table>	<b>Wairuatanga</b>	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>	<b>Rangatiratanga</b>	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>	<b>Whanaungatanga</b>	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>	<b>Te Korowai Manaaki</b>	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>
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<p><b>About the team:</b></p>	<p>We are:    patient centred; medicines focused</p> <p style="text-align: center;">te manawanui he kaupapa; he rongoā e arotahi ana.</p> <p>As a member of the Pharmacy Services team, this role has shared accountability for our vision:</p> <p>To provide a smart pharmacy service optimizing medication use and empowering people in our community to achieve wellness</p>												
<p><b>Principle Objectives:</b></p>	<p>To provide efficient and accurate administrative support to the hospital pharmacy department, contributing to the smooth operation of services and ensuring compliance with hospital policies and procedures.</p>												

**Key performance objectives:**

<p><b>Task:</b>  <b>The Administrative Assistant is responsible for answering incoming calls to the pharmacy</b></p>
<p>Expected results:</p> <ul style="list-style-type: none"> <li>• Calls are handled courteously and efficiently.</li> <li>• Calls are directed appropriately, or accurate messages taken</li> <li>• The department is represented in a professional and approachable manner.</li> </ul>
<p><b>Task:</b>  <b>The Administrative Assistant is responsible for maintaining adequate stocks and ordering stationery and office consumables.</b></p>
<p>Expected results:</p> <ul style="list-style-type: none"> <li>• Adequate supplies are always available to support pharmacy operations.</li> <li>• Orders are placed within budget and aligned with procurement processes.</li> </ul>

**Task:**

**The Administrative Assistant is responsible for routine data entry of rostering exceptions on the payroll system**

Expected results:

- Payroll data is accurate and submitted in real time
- Staff are paid correctly and in accordance with rostered hours.
- Roster adjustments and leave requests are well-documented and traceable.

**Task:**

**The Administrative Assistant will record accurate and concise minutes for departmental leadership meetings**

Expected results:

- Meetings are effectively documented with clear action points.
- Minutes are distributed in a timely manner.
- Team communication and accountability are enhanced.

**Task:**

**The Administrative Assistant will maintain up-to-date records of pharmacy staff and contact details**

Expected results:

- Accurate and accessible staff documentation is maintained.
- Compliance with documentation standards and confidentiality

**Task:**

**The Administrative Assistant will organise storage and archiving of pharmacy records according to retention policies**

Expected results:

- Records are stored securely and can be retrieved when required.
- Archiving complies with legal and organisational standards.
- Physical and digital storage space is optimised.

**Task:**

**The Administrative Assistant will perform a range of office support tasks, including photocopying, filing, scanning, and data entry**

Expected results:

- Onboarding for new staff runs smoothly
- Administrative processes run smoothly and contribute to overall team productivity.
- Work is completed accurately and on time.
- Flexibility and responsiveness to the needs of the department are demonstrated

**Task:**

**The Administrative Assistant will undertake other duties as required**

**Expected results:**

- The team is supported through changing priorities and demands.
- Tasks outside the core role are completed with a positive and adaptable attitude.
- A collaborative, team-focused work environment is maintained.

**QUALITY:**

Every staff member within Health NZ Canterbury is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

**QUALIFICATIONS & EXPERIENCE:****Essential**

- Previous administrative experience
- Excellent organisational and time management skills
- High attention to detail and accuracy
- Proficiency in Microsoft Office and familiarity with payroll/roster systems
- Strong communication and interpersonal skills
- Ability to handle confidential information with discretion

**Desirable**

- Previous experience in a healthcare setting

**PERSONAL ATTRIBUTES:****Essential****Key Behaviours:**

- Ability to “work together” in a truthful and helpful manner
- Ability to “work smarter” by being innovative and proactive
- Accepts responsibility for actions
- Possess effective interpersonal skills and be able to work as part of a team.
- Have good time management skills and be able to prioritise effectively.

**LIMITATIONS ON AUTHORITY:**

- Delegations, including financial, as per Health NZ Canterbury policy.