

POSITION DESCRIPTION

Te Whatu Ora

Health New Zealand

Waitaha Canterbury

July 2025

This Position Description is a guide and will vary from time to time and between Services and/or Units to meet changing Service needs

Health NZ Te Whatu Ora is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand Health and Disability Strategies.

Organisational Vision

Health NZ's vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

- Care and respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Administrator

REPORTS TO:

Clinical Manager

REPORTS ON A DAILY BASIS TO:

Clinical Manager

PRINCIPAL OBJECTIVES:

To provide effective and professional secretarial, Reception and administrative support as part of service delivery at CAF.

FUNCTIONAL RELATIONSHIPS:

INTERNALLY:

1. CAF North
2. Child, Adolescent and Family Mental Health Service, TPMH
3. Specialist Mental Health Service Whakatata House

EXTERNALLY:

- 1 Other DHB's
- 2 Clients/Family/Whanau/Visitors
- 3 Community/statutory agencies
- 4 Referral agencies

KEY PERFORMANCE OBJECTIVES:

Task	<i>To provide confidential secretarial support to the Clinical Manager</i>
Expected Result	<ul style="list-style-type: none"> • Copy or audio word processing to be completed accurately within given timeframes. • Appropriate templates and Healthlinks documents are completed accurately as per unit policy. • Compile and construct reports in a well-presented manner. • Compose correspondence as requested. • Prioritise workload as necessary. • Minutes of meetings are accurately recorded and distributed. • An efficient filing system is maintained. • Maintain stationery stocks at a satisfactory level. • Process all incoming mail appropriately. • Liaise with external agencies, suppliers and contractors. • All other administrative duties are completed appropriately.
Task	<i>To ensure team appointments and tasks are appropriately co-ordinated and organised.</i>
Expected Result	<ul style="list-style-type: none"> • Maintain Team, Service, and assigned Clinician diaries. • Ensure that information requests are responded to within given timeframes. • All relevant material is available for appointments. • Assistance is provided to clinicians to meet service policies and MH standards. • Able to act autonomously to complete tasks.
Task	<i>To communicate effectively and appropriately with all people.</i>
Expected Result	<ul style="list-style-type: none"> • Telephone manner is courteous. • Reception manner is welcoming and provides efficient service. • Able to deal with all situations in a calm and controlled manner. • Manage sensitive matters potentially impacting on the Service and Division. • Promotion of the Specialist Mental Health Service in a positive and accurate manner to the general public, staff members and consumers. • Confidentiality to be maintained at all times. • Use of technology in appropriate manner and providing continuity of communication between consumers and clinicians.
Task	<i>To contribute to quality service delivery.</i>
Expected Result	<ul style="list-style-type: none"> • Communicates effectively with any enquiry or attendance, providing appropriate accurate information in accordance with unit / service policy and specifically Privacy Act. • Completes required clerical and administrative duties efficiently. • Completes patient management system requirements promptly. • Maintain current knowledge of systems and technology. • Supports clinicians with effective time management and workload prioritisation, providing secretarial and clerical support to maximise clinical resource. • Uses initiative to identify quality improvement and implement ideas. • Demonstrates willingness to accommodate needs of unit and consumers. • Demonstrated ability to achieve productivity and accuracy during periods of peak demands, e.g. to meet deadlines. • Contributes positively to the team environment within the service and within the secretarial team through participation and co-operation with other team members. • Proactively identifies and addresses difficulties.
Task	<i>To provide general assistance and undertake any other tasks as required.</i>

Expected Result

- Collection of statistical information.
- Assist with orientation of new staff.
- Act as administrative resource for IT programmes.
- Provide prompts for clinicians to ensure compliance with audit requirements.
- Compile leave requests, office and other staff for allocated staff.
- Identify training needs to ensure skill level is maintained.
- Represent Service on projects as assigned.
- Any other tasks as required.

QUALIFICATIONS AND EXPERIENCE:

The appointee should have qualifications in word processing and secretarial studies, TCB Stage I or NZ Certificate Stage I or equivalent and/or at least 5 years experience in a receptionist/secretarial position. Experience in Microsoft Office, i.e. Word 97, Excel, Access, PowerPoint and Publisher would be highly desirable. A current driving licence is required.

The ideal appointee will have the following qualifications, attributes and competencies:

- Confidentiality and discretion.
- Ability to word-process documents, dictaphone, and copy typing at a minimum 70 w.p.m. with a minimal error rate.
- Computer literacy in Microsoft Word.
- An aptitude to deal sensitively and effectively with people who present to the service.
- The ability to work co-operatively and courteously as a member of a multidisciplinary team.
- Good organisational and interpersonal skills and the ability to communicate effectively, both orally and written.
- The ability to work under pressure.
- A high degree of initiative and the ability to work effectively with minimal supervision (with accountability).
- Versatility, flexibility and openness to change and challenge.

PERSONAL ATTRIBUTES:***Mandatory*****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.
- To be able to work unsupervised.
- Co-operative and efficient.
- High level of initiative.
- Versatile and flexible.

HEALTH AND SAFETY:

- Observe all Health NZ safe work procedures and instructions.
- Ensure your own safety and that of others.
- Report any hazards or potential hazard immediately.
- Use all protective equipment and wear protective clothing provided.
- Make unsafe work situations safe or, if they cannot, inform your Supervisor or Manager.
- Co-operate with the monitoring of workplace hazards and employees health.
- Ensure that all accidents or incidents are promptly reported to your Manager.
- Report early any pain or discomfort.
- Take an active role in the Canterbury District Health Board's Rehabilitation Plan, to ensure an early and durable return to work.
- Seek advice from your Manager if you are unsure of any work practice.

QUALITY:

Every staff member within the Health NZ 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.

The intent of this Position Description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.