

POSITION DESCRIPTION

Te Whatu Ora

Health New Zealand

Waitaha Canterbury

August 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

The 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.

Organisational Vision

The vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

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

POSITION TITLE:

Data Integrity Administrator

REPORTS TO (Title):

Clinical Records Manager

REPORTS ON A DAILY BASIS TO:

Clinical Records Supervisor

PRINCIPAL OBJECTIVES:

To ensure all Patient Information involving data integrity including both electronic and paper based meets the requirements of the Ministry of Health and The Privacy Act 2020. Enables Waitaha Canterbury to meet both our internal operational and reporting needs and our external accountability obligations.

FUNCTIONAL RELATIONSHIPS:

INTERNALLY:

- | | |
|---|--|
| 1 | Health Information Services Team |
| 2 | Other Internal Clinical, Business and Administrative Staff |
| 3 | Information Services |

EXTERNALLY:

- | | |
|---|---|
| 1 | Ministry of Health Data Management Team |
| 2 | Consumers and family/whanau |
| 3 | Other Health Providers |
| 4 | Health Related Groups |
| 5 | Other Te Whatu Ora Health New Zealand regions |
| 6 | External Agencies |

KEY PERFORMANCE OBJECTIVES:

Task	Action enquiries from MoH NHI Identity Team
Expected result	Respond to any enquiries from the NHI Identity Team.
	Carry out investigations to confirm or reject changes made to patient information in the NHI
Task	Monitor daily Link Notification Reports
Expected Result	Check daily reports for any newly linked NHI's
	Notify other regions as appropriate
Task	Manage used Temporary NHI's
Expected Result	Ensure patient identity has been confirmed and any pre-existing NHI's are correctly identified.
	Temporary NHI's used for inpatient events are tagged in HCS
	Temporary NHI's are either linked to pre-existing NHI or confirmed as being the primary number.
Task	Identify and Process remedial actions for double registrations.
Expected Result	Identify potential duplicates and carry out investigations to confirm or reject.
	Process all tasks required to manage double registrations.
Task	Identify and Process remedial actions to ensure standards of data integrity are maintained
Expected Result	Identify any missing data and follow up to obtain the data
	Answer queries
	Updating data in our organisations systems to maintain consistency between systems
Task	Identify and Process remedial actions required to resolve contaminated NHI's
Expected Result	Carry out investigations to confirm or reject contaminated NHI's.
	Process all tasks required to remedy contaminated NHI's
Task	Reporting systems that monitor the status of work are completed and up to date
Expected Result	All reporting requirements are met, and reports are provided on a regular basis
Task	Quality Accuracy and completeness of all documents
Expected Result	Ensure the Clinical Record either electronic or paper is complete and accurate and a true record of the event.
	All information is on/in the correct patient record both electronic and paper.
Task	Responsible for maintaining own levels of skill and effectiveness in relevant areas.
Expected Result	Attend relevant training programmes following prior approval of the Clinical Records Manager.
	Keep abreast of changes in management of the clinical record.
	Maintain in-depth working knowledge of department procedures and policies.

Task	To contribute to effective department management and work effectively within the team
Expected Result	<p>Prioritise own workload, to enable support and assistance for other staff when necessary.</p> <p>When required assist in formulating and reviewing processes, procedures and guidelines.</p> <p>Collaborates with team members and other staff to achieve objectives for the good of the whole.</p> <p>Actively contribute to and accept decisions.</p> <p>Recognise and respect individual differences.</p>
Task	Provide cover for 22F Requests for Patient Information
Expected Result	<p>Requests are actioned in a timely manner.</p> <p>Information provided is appropriate for the request.</p> <p>Accurate record is kept of all information provided</p>
Task	Provide cover for Mental Health Clerks/Processing positions
Expected Result	<p>Requests for records/information are actioned in a timely manner.</p> <p>Records/loose episodes are processed accurately.</p> <p>Tracking system is maintained accurately, any anomalies are investigated and resolved.</p> <p>Record labels are supplied in a timely manner.</p>
Task	Other duties that may, from time to time, be required to be performed by the Clinical Records Manager, or their nominee
Expected Result	<ul style="list-style-type: none"> Any other duties as requested are completed within the agreed timeframes

HEALTH & SAFETY:

- Observe all Waitaha Canterbury 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 Waitaha Canterbury'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 Waitaha 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:

- Clinical Records experience
- PMS skills at an expert user level
- Accurate, competent computer skills, including knowledge of Word and Excel.
- A proven passion for the data quality discipline
- A focus on customer service and quality patient outcomes
- A high level of problem solving skills
- Proven ability to work in a team and individually.
- Ability to effectively organise, update and disseminate information.
- Ability to communicate clearly and concisely, both verbal and written.
- Able to prioritise work to achieve objectives.

Desirable:

- Good influencing skills
- High level of analytical skills
- Working knowledge of National Health Computer System and other Patient Management Systems
- Working knowledge of Health Privacy Code
- Experience in the field of health, including community health services.

PERSONAL ATTRIBUTES:

Mandatory:

Key Behaviours

- Excellent communication skills (written and verbal).
- Effective time management.
- Commitment to self development.
- Ability to work in a team (or interdisciplinary team) environment.
- Ability to “work together” in an honest and supportive manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility and accountability for actions.
- Ability to operate in a confidential manner
- A Working understanding of the Treaty of Waitangi, and demonstrated commitment to bi-culturalism.
- A client focus for both internal and external clients.
- A strong customer service orientation.
- Demonstrated problem solving, negotiation and advocacy skills.
- Initiative and ability to work under pressure / to manage stress.

Desirable:

- Ability to relate to various groups of people (staff, patients, external providers) in an empathetic and successful manner to achieve goals
- Experience in managing Data Integrity issues

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