

## 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

November 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>	Administrator	
<b>Reports to:</b>	Team Leader	
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"> <li>• Team Leader/administrative team members</li> <li>• Service Manager</li> <li>• Clinicians</li> <li>• Wards and other staff</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>• Patients and their families</li> <li>• General practitioners</li> <li>• Other public and private health sector health agencies</li> </ul>
<b>Organisational Vision:</b>	Waitaha Canterbury's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
<b>Organisational Values &amp; Philosophy:</b>	Waitaha Canterbury is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives of the District are the values of the organisation: <ul style="list-style-type: none"> <li>• Care &amp; respect for others</li> <li>• Integrity in all we do</li> <li>• Responsibility for outcomes</li> </ul>	
<b>Role Purpose:</b>	<p>The key purpose of the role is to work to Waitaha Canterbury standards (and Ministry of Health targets) for booking practices, with guidance from the Team Leader, Service Manager and Clinical Director/Triaging Clinician.</p> <p>This includes the arriving and departing patients attending an outpatient clinic appointment and the booking of elective outpatient/inpatient admissions to ensure patients receive treatment within Waitaha Canterbury and MoH guidelines.</p>	
<b>Complexity:</b>	Most challenging duties typically undertaken, or most complex problems solved: <ul style="list-style-type: none"> <li>• Focus on customer service for both our patients and clinical teams</li> <li>• Achieving the right outcomes for our patients and clinicians through the application of our Patient Management System and associated clinical systems. This includes the wide range of considerations when coordinating bookings for inpatients and outpatients; e.g. planning, scheduling and communicating appointments to patients.</li> <li>• being mindful of patient and clinician needs and constraints to assist patient-centric booking; and</li> <li>• managing daily, weekly workload.</li> </ul>	

**The Administrator will be successful when:**

**1. Customer Service**

- A genuine focus on excellent customer service skills is maintained. Customers include patients, clinicians and others who access our services
- Patient confidentiality and privacy is always maintained .

**Front of house duties:**

- Front of house duties undertaken with excellent customer service skills.
- Patient management system is checked for patient demographics and updated as appropriate.
- Patients who are clearly unwell or infirm are referred immediately to nursing staff.

**2. Patient Management System (SI PICS) and associated clinical system processes are standardised**

Business Rules - Waitaha Canterbury Elective Services Guidelines (Orange Book V3). Process from referral through to Referral letters are managed as per Section 6

- Patients are booked by priority, managing 'greatest need, longest wait' and meeting Planned Care (MoH) requirements
- All data entry is accurate and timely.
- Clear, concise and timely booking information is communicated with the patients.
- Clinical direction is sought as required and in particular regarding any re-categorisation queries from the referrer
- Bookings take into consideration the pre-booking requirements, including the timing of diagnostic tests etc.

**Clinic Utilisation:**

- Clinic bookings are made as per the clinic template
- A high level of clinic utilisation is maintained
- Cancellations are kept to a minimum by working within the six-week booking horizon
- Clinic preparation and outcome is undertaken as required by the clinical team and business rules associated with National Patient Flow.

**Inpatient bookings:**

- Utilisation of surgical lists are managed as agreed with the surgeon and service manager
- Cancellations are managed by standardised process

**Wait List Management:**

- Surgical wait list and SI PICS wait lists are synonymous
- Wait lists are filtered as agreed with service requirements and aligned with 'greatest need/longest wait'
- If in doubt, check with clinical and service management.

**3. Communication**

- Positive and professional behaviours in all relationships are role modelled
- Communication is clear, open, accurate and responsible
- Confidentiality is maintained
- Communicates clearly and proactively seeks feedback
- Minutes that are recorded and circulated are read and actioned appropriately
- Contribute to a supportive environment in order to create a high functioning service.

<b>4. Undertake other duties as reasonably directed by the Team Leader</b>
<ul style="list-style-type: none"> <li>• Assistance with the overall service provision as workload determines.</li> <li>• Additional duties are carried out in the best interest of the service and in a competent and efficient manner.</li> </ul>
<b>5. Training and support</b>
<ul style="list-style-type: none"> <li>• Requests for training and support are made through the team leader and are specific</li> <li>• Support and training is provided for others as requested by the team leader.</li> </ul>
<b>6. Quality</b>
<ul style="list-style-type: none"> <li>• A quality service is provided by taking an active role in quality activities and identifying areas of improvement</li> <li>• Be familiar with and apply the appropriate organisational and divisional policies and procedures.</li> </ul>
<b>7. Health and Safety</b>
<p>Maintain a high quality, safe and secure work environment by following relevant Waitaha Canterbury and divisional policies, protocols and standards.</p> <p>All Waitaha Canterbury safe work procedures and instructions are observed</p> <ul style="list-style-type: none"> <li>• Own safety and that of others is ensured</li> <li>• All hazards or potential hazards are immediately reported</li> <li>• Protective equipment is used when appropriate and protective clothing is worn when required</li> <li>• Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed</li> <li>• Workplace hazards and employee health is monitored</li> <li>• All accidents or incidents are promptly reported to your manager</li> <li>• The Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work, is activated when required</li> <li>• Advice is sought from your manager if you are unsure of any work practice.</li> </ul>

**PERSON SPECIFICATION:**

- Be able to relate to patients and their families in an empathic and helpful manner.
- Be able to perform under periods of pressure.
- Ability to maintain confidentiality.
- Actively seeks feedback on opportunities to improve
- Be well groomed and appropriately dressed at all times.
- Ability to work together in a truthful and helpful manner.
- Ability to work smarter by being innovative and proactive.
- Accepts responsibility for actions.

## **Qualifications & Experience** *(indicate years of experience required and level of learning)*

### **Essential:**

- Excellent customer service skills – people focused
- Technically savvy – experience with data systems and quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy
- Maintain attention to detail
- Ability to meet deadlines and work unsupervised
- Ability to manage and coordinate a range of different inputs to achieve the agreed outputs
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

### **Desired:**

- Broad administrative experience in a health-related field
- Awareness of people of differing cultural backgrounds.
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system).

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