

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Receptionist/ Administrator		
Reports to	Practice Co-Ordinator, Sexual Health Services		
Location	314 Riccarton Road, Upper Riccarton		
Department	Christchurch Sexual Health Services		
Direct Reports		Total FTE	0.5
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	19/01/2026		
Job band (indicative)	Band 2 step 1-4		

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.

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:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – 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.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

The Receptionist/Administrator is responsible for providing effective and efficient administration, reception and customer service to patients/visitors, staff and referrers to the Sexual Health Centre.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Reception meet and greet
	<ul style="list-style-type: none"> • Answering incoming calls
	<ul style="list-style-type: none"> • Booking appointment's
	<ul style="list-style-type: none"> • Supporting fellow colleagues'
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.

Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the Practice Co- Ordinator

- All HR concerns
- Leave requests
- Any complaints

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients/visitors and their family/carers • BFA • NZPC • General Practitioners <p>Non-government organisations</p>	<ul style="list-style-type: none"> • Practice Co Ordinator • Associate Charge Nurse Manager • Sexual Health Centre staff • Service Manager • Clinical Director <p>Other hospital services/departments</p>

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- Demonstrated experience in a role that required a high level of integrity and the application of confidentiality of information principles.
- Demonstrated experience in a role which required you to communicate effectively with the public both in person and on the telephone - in a courteous, helpful and compassionate manner.
- Intermediate user of Microsoft Office suite e.g Word, Excel and Outlook etc with the ability to develop and learn new skills as new software programs and systems are introduced.
- Typist experience.
- Demonstrated experience in a role which required meticulous attention to detail and accuracy.
- Commitment to standards of excellence and service improvement.
- Excellent organisational skills with the ability to prioritise.
- Accurate grammar and punctuation.
- Sense of humour, can-do attitude, reliable – only need to ask once, good personality fit, persistent.
- Flexibility, adaptability and willingness to assist other Sexual Health Centre team members as necessary.
- Ability to work smarter by being innovative and proactive.
- Accepts responsibility for actions.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.

- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Working knowledge of Medtech Evolution system
- Previous experience using a patient management system
- Demonstrated experience in a similar health or allied field reception area

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.