

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	CREST Administrator with support function to wider ACRC team		
Reports to	Clinical Manager for ACRC		
Location	The Princess Margaret Hospital, Heathcote Building		
Department	Older Persons Health and Rehab		
Direct Reports	0	Total FTE	0.9
Date	19/12/2025		
Job band (indicative)	PSA National Health Administration Workers Collective Agreement Band 4, Steps 1 - 6		

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:

To provide an efficient administration and support service to staff, referrers and clients primarily for CREST with a secondary support function for ACRC and other services under the Older Persons Health and Rehabilitation division.

Key Result Area	Expected Outcomes / Performance Indicators
Providing excellent Customer and staff support service	<ul style="list-style-type: none"> • Handle enquiries effectively and efficiently by being able to identify the needs of both internal and external stakeholders and provide the appropriate assistance. • Use initiative in handling enquiries and hand on appropriately to other team members. • Maintain confidentiality and sharing information in accordance with the Privacy Act. • A high standard of courtesy and dignity is shown at all times. • Relay messages in a timely and effective manner with consideration given to priority. • Promote the OPH & R Services in a positive and accurate manner to the general public, consumers and other staff members.
Provision of administrative and secretarial duties for	<ul style="list-style-type: none"> • Referrals received into the Adult Community referral Centre are processed in a timely manner. Any issues are communicated to the Clinicians or Clinical Manager as required. • Shared email accounts are monitored and workflow

CREST, ACRC and CSTs	<p>appropriately disseminated or managed.</p> <ul style="list-style-type: none"> Maintain accurate patient records e.g., HCS for the service so that information can be readily accessed. Typing of Minutes of Meeting and Agendas for any team meetings are completed in a timely manner and distributed to membership. Maintenance of patient management systems/date entry e.g., SI PICs. Order stationery and ensure timely maintenance of office equipment is carried out. Undertake agreed tasks to support the clinical team including keeping forms, templates and shared resources up to date. Distribute mail to staff – receiving and sending and photocopying.
Maintenance of statistical data bases	<ul style="list-style-type: none"> Data entry for referrals, clinician visits and contacts. Keep patient contact details and consent and disclosure details accurate and up to date. Data updates achieved as requested from data integrity reports and wait list information.
Other duties as required	<ul style="list-style-type: none"> Undertake other duties as requested by the Clinical Manager in a co-operative and supportive manner. Adhere to the code of conduct and policies relevant to your duties. Participate in quality initiatives. Undertake annual appraisal. Ongoing educational development.
Be an effective team member	<ul style="list-style-type: none"> Work in partnership with other team members to ensure the best outcome for clients. Attend team meetings as appropriate. Have a working knowledge of duties of other staff and support their work within the team. Assist in the orientation of new staff to the team.
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.

Relationships

External

- Clients / Families / Whanau / Carers
- General Practitioners and other referral sources
- Aged Residential Care staff
- External agencies and services involved in the care of the client

Internal

- Clinical Manager
- Interdisciplinary team members including other community clinical managers.
- Support services within the Te Whatu Ora Health NZ Waitaha Canterbury such as Clinical Records, Quality, H & S
- Other OPH & R and Te Whatu Ora Health NZ Waitaha Canterbury employees

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.

- Experience as an administrator in a complex organization.
- Accurate, competent computer skills, including data entry, knowledge of Word and Excel.
- Client focused approach.
- Proven ability to work in a team and individually.
- Ability to effectively organise, update and disseminate information.
- Ability to express yourself clearly and concisely, both verbal and written
- Able to prioritise work to achieve objectives.
- Demonstrate a commitment to developing an understanding of the Treaty of Waitangi, Maori and other cultural issues as related to Older Person's Health.
- Demonstrate a professional attitude including self and team care.

Desired:

- Experience in the field of health, including community health services.
- Experience with patient management systems.

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:

- Experience in a team environment.

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.