

Position Description | Te whakaturanga o mahi
Health New Zealand | Te Whatu Ora
Waitaha | Canterbury

Team Name	Ashburton Administration – Front of House /Acute Assessment Unit		
Role Title	Administrator		
Reports to	Administration Team Leader		
Date	13 February 2026	Salary Band	Admin National Role Profile 3C
Location	Ashburton Hospital Campus	Department	Administrative Services
Direct Reports	N/A	N/A	
Budget size	N/A	N/A	
Delegated Authority	N/A	N/A	

About us

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.

Our Team Accountability

The Acute Assessment Unit is accountable for delivering safe, timely, and effective acute medical assessment, treatment and where appropriate admission of patients. This includes rapid diagnosis, stabilisation, and decision-making for patients who self-present or are referred from community clinical services or St John

About this role:

The FOH/AAU Administrators are rostered between the hospital main reception and the clinical space of AAU. The role is responsible for supporting the **smooth, accurate, and efficient administrative functioning between these areas and within the clinical team**, enabling clinical staff to focus on patient care. This accountability spans arriving and departing patients attending the AAU, acute / inpatient admissions and distribution of patient records / information to ensure patients receive treatment within Health New Zealand and MoH guidelines.

The Administrator will be successful when:

1. Patient flow is streamlined
<p>Time is managed well to support prioritisation and completion of competing demands.</p> <ul style="list-style-type: none"> • Patients and visitors are greeted warmly and directed to the appropriate area. • Timely and accurate registration and administration of patients in accordance with triage priorities • The patient management systems (SI-PICS and EDaaG) are utilized in accordance with AAU practices, processes and procedures. • Patient confidentiality and privacy is maintained at all times. • Patients who are clearly unwell or infirm are referred immediately to nursing staff • Bed requests, acute admissions and referrals are processed in accordance with emergency and wider hospital requirements • Downtime procedures are implemented when patient management systems are unserviceable • All information required by Canterbury District Management is collected as per agreed protocols and business rules.
2. Standardised patient administration processes are followed contributing to a high performing emergency department

Patient Registration

- Patient demographic and circle of care information is obtained and entered / corrected in SI-PICS Patient Profile
- The patient NHI is accurately entered in EDaaG and the patient visit created in SI-PICS in a timely manner.
- Accident Compensation Corporation (ACC) information is collected and accurately recorded in EDaaG
- External ACC numbers are obtained and entered in the EDaaG triage field.
- Arriving AAU patient records and labels are printed and distributed to the appropriate medical teams in a timely manner
- Discharged patient records are filed and stored in accordance with ED Admin processes and procedures
- Printers and Labels are stocked appropriately to maintain timely printing of patient information

Acute Admissions

- Bed requests are actioned in a timely manner, for the wards clerical administration is responsible for.
- Emergency inpatient admissions are undertaken in SI-PICS in response to EDaaG notification in a timely manner
- After Hours admissions are prioritized appropriately and undertaken in SI-PICS upon request from the wider hospital
- After hours admission referrals are entered into SI-PICS in accordance with Orange Book procedures

Acute Discharges

- Patient discharge times and where discharged to are accurately recorded in a timely manner
- AAU Obs discharges are recorded accurately in EDaaG and SI-PICS as to, Location, AAU discharge time, ward discharge time and outcome as appropriate.
- The patient's emergency referral is manually closed in SI-PICS on discharge from AAU Obs ward.
- In EDaaG for ACC/DC located patients accurate discharge times are recorded in the comments field prior to being re-located to ACC/DC.
- In EDaaG the ACC/DC location is regularly checked for completed clinician actions and discharges completed in accordance with correct discharge times.
- In EDaaG the patient location is updated to ACC/DC for discharges requiring clinician attention with appropriate comment to action.

3. Information is analysed and used appropriately

EDaaG

- Administrative, Clinical and Duty Manager screens are used appropriately to ensure timely patient flow (admissions, discharges, location, status updates)
- Information is accurately applied and updated in accordance with medical team advice (consult referral, location, status, admission)
- Medical team information is used to ensure communication with appropriate clinician is undertaken
- Patient information is scanned and comments reacted to in a timely manner, e.g. discharge, transit, terminal clean
- Tasks and requirements are recorded appropriately in the comments section for own and wider team situational awareness.

SI-PICS

- Visit Manager and Patient Administration Overview screens are used to confirm patient location and status in the wider hospital
- ACC funding information is accessed appropriately (Patient Administration Overview / Referral)

4. Communicate effectively and efficiently

- Communication is clear, concise, courteous and timely
- Enquiries and requests from team members, wider hospital, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken.
- Confidentiality is maintained
- Notices and updates are read and actioned appropriately
- Communication supports teamwork
- Effective working relationships are maintained with staff from other departments within Christchurch, Ashburton and Burwood hospitals.
- Good public relations and communication skills are practised at all times.

5. Undertake other duties as reasonably directed by the Team Leader

- Assistance with the overall service provision as workload determines.
- Additional duties are carried out in the best interest of the service and in a competent and efficient manner.

6. Training and support

- Requests for training and support are made through the team leader and are specific
- Support and training is provided for others as requested by the team leader.

7. Quality

- A quality service is provided by taking an active role in quality activities and identifying areas of improvement
- Be familiar with and apply the appropriate organisational and divisional policies and procedures.

8. Health and Safety

- A safe and secure work environment is maintained by following relevant Canterbury DHB and divisional policies, protocols, and standards
- Canterbury staff wellbeing policies and procedures are adhered to
- A leadership role is taken in applying these policies and procedures within the administrative Cluster/Service
- Regular audits are undertaken to monitor hazard controls and to identify and deal with new hazards.

Person specification:

- Be able to relate to patients and their families in a courteous 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

Essential:

- Experienced in customer service
- Proven self-management, emotional control and effectiveness under pressure
- Knowledge of medical terminology
- At least 1 years' experience working a 24/7 rotating roster
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent organisational, time management and problem-solving skills
- Proven accuracy and attention to detail
- Has a Growth Mindset
- Proven teamwork
- High level of written and verbal communication skills

Desired:

- Broad administrative experience in addition to health administration
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds.

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.