

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

Team Name	Plastic Surgery		
Role Title	Administration Team Supervisor		
Reports to	Service Manager		
Date	5 th March 2026	Salary Band	Administration National Role Profile 6B
Location	Christchurch Hospital Campus	Department	Plastic Surgery
Direct Reports	Five	Total FTE	4.6
Budget size	N/A		
Delegated Authority	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.
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Our Team Accountability

The Plastic Surgery Administrative Team/cluster role has shared accountability for:

- Coordinating smooth patient flow through the Cluster/Services.
 - Maintaining administration integration across all Cluster/Service teams.
 - Identifying areas of constraint to patient flow and working with the service leadership team to implement solutions.
 - Monitoring all bookings and transcription throughput to keep within service and MOH guidelines.
 - Monitoring waitlists, reporting, and acting upon in line with service requirements.
 - Regular Do not Attends (DNA) audits are undertaken and acted on accordingly.
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About the role

The primary purpose of the role is to:

Work alongside the Administrative Team Supervisor and other cluster supervisors to ensure that administration services effectively and efficiently provide support to maintain patient flow and meet the ongoing changing needs of the Cluster/Service.

The key deliverables are:

- Supervision of Cluster/Service administration tasks to support the clinical team and best patient flow
- Equity of workload across the Cluster/Service, with centralised functions where appropriate
- Supporting the development of a team culture which ensures that the patient is at the centre of our work
- Contributing to quality improvement of systems and process to improve overall service delivery and add value to the patient journey
- Monitoring of project progress.
- Performing other duties considered to be within the scope of this role as agreed by you and your manager.

Most challenging duties typically undertaken, or most complex problems solved:

- Supervising staff across the service/cluster within the Christchurch campus, covering workload demand to meet service needs
 - Supporting the management of changes in work patterns driven by a continuous improvement culture and regular updates to software systems
 - Supporting the review, development, and implementation of administrative best practice
 - Supporting the management of referrals and waitlists across the Service
 - Participating in responses to complaints or incidents
 - Dependence on information systems that may be unique to a Service or regional systems. This requires constant vigilance and initiative with administrative team users to ensure agreed processes are used that result in a high level of data integrity.
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The Team Supervisor will be successful when:	
1. Day to day supervision of the cluster/service administrative team	<ul style="list-style-type: none"> • All team members are effective and efficient in their roles, with training and support needs met • Service provision is continuous through periods of planned and unplanned leave across all areas • Protocols and standards for all administration functions are developed • Administration outputs and outcomes are measured through monitoring of agreed key result areas, which may change from time to time. This may include but is not limited to waitlists, DNA metrics, transcription turnaround times • Administration activity is linked with service production planning processes and deviations and exceptions are brought to the attention of the Cluster Leadership Team • Performance and development objectives are defined and reviewed with each individual administrator on an annual basis at a minimum • Administrators are engaged with service developments and issues, through attendance at staff and team meetings, and feedback from Cluster/Service team members and clients of the Service • Administration work/tasks are distributed in an equitable manner across the Cluster/Service administration team to ensure that all patients and their information flow through the Cluster/Service as planned • Orientation programmes are developed, and new administrators are effectively inducted to the Cluster/Service • Actively engages with the wider campus administration team supervisors/leaders to ensure this Cluster/Service remains aligned with CDHB policies.
2. Maintains patient flow through service	<ul style="list-style-type: none"> • Coordinates smooth patient flow through the Cluster/Service • Maintains administration integration across all Cluster/Service teams • Identifies areas of constraint to patient flow and works with the Cluster Leadership Team to implement solutions • All appointments are monitored to keep within Departmental and MOH guidelines • Waitlists are monitored, reported, and acted upon in line with service requirements • Regular DNA audits are undertaken and acted on accordingly.
3. Clinical Support	<ul style="list-style-type: none"> • Requirements for each clinical meeting are prepared well in advance (if relevant) • Works with Cluster Team Leader to support engagement with SMO's ensuring that expectations of service are aligned with resources.
4. Contribution to Cluster/Service	<ul style="list-style-type: none"> • All appropriate conversations are held, and meetings are attended and participated in to improve overall service provision and effective patient flow • Effective communication and good working relationship with management, staff and other departments is maintained. • Effective responses are given to any Cluster/Service-related administrative enquiries, problems or complaints from patients, referrers or staff and escalated as required • Regular administration updates/reports to the Cluster/Service Leadership Team are provided • General maintenance across all locations is maintained. Participates in facility projects as required • Coordination and review of departmental protocols and policies is completed in a timely fashion in conjunction with other Team leaders/supervisors and Streamliners • Regular auditing of the Cluster/Service Information Systems and documents and other information repositories is carried out.

	<ul style="list-style-type: none"> • Other duties reasonably requested by the Cluster/Service Leadership Team are undertaken effectively and efficiently • Good public relations and communication skills are always practiced.
5. Equipment and Stock Supply	<ul style="list-style-type: none"> • Office and departmental equipment is maintained regularly and replaced /upgraded when appropriate • Adequate running stocks of day-to-day stationery and supplies are available as required in all areas • CDHB purchasing procedures are adhered to and proactively managed to find efficiencies wherever possible.
6. Health and Safety	<ul style="list-style-type: none"> • A safe and secure work environment is maintained by following relevant Canterbury DHB and divisional policies, protocols, and standards • Canterbury DHB staff wellbeing policies and procedures are adhered to • A leadership role is taken in applying these policies and procedures within the administrative service • Regular audits are undertaken to monitor hazard controls and to identify and deal with new hazards.
7. Quality	<ul style="list-style-type: none"> • A quality service is provided by taking an active role in quality activities and supporting and engaging in continuous improvement initiatives • Work practice changes which improve efficiency and customer service are developed and implemented • Up to date and complete documentation is maintained for all administrative processes and procedures in conjunction with the Quality Coordinator. • The administration team is represented on departmental QA groups
8. Human Resource	<ul style="list-style-type: none"> • Roster and payroll entries and adjustments are completed and logged on time • CDHB recruitment, leave entitlements and requests management processes are adhered to • Disciplinary matters involving administrative staff are appropriately managed, documented and escalated as required.

My Capability

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leads People leadership focus**:

A person with this leadership focus is someone that either has direct line management responsibilities for team members or coordinates or supervises others. Their core focus is to support, enable and develop our people.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
Cultural Responsiveness	Works proactively with Māori to uphold the principles of Te Tiriti o Waitangi and implements the organisational vision of ensuring equitable outcomes for Māori.
Enhancing People Performance	Improve performance and bring out the best in people; to deliver high quality results for patients.
Enhancing Team Performance	Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts
Achieving Through Others	Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.

Identifying and Developing Talent	Encourage and support diversity and build the people capability required to deliver outcomes.
Self-Aware	Understands their impact on others and strengthen personal capability over time.
Engaging others	Connect with people; to build trust and become a leader that people want to work with and for.
Resilient and Adaptive	Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
Honest and Courageous	Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

My Qualifications, Experience, Knowledge, Skills:

	<p>Essential</p> <ul style="list-style-type: none"> • At least 2 years supervisory experience of a small to medium team • Proven success as a supervisor of an administrative team • Demonstrated strong customer focus. • An expert SI PICS (South Island Patient Information Care System) user • Knowledge, understanding and ability to apply MOH Planned Care (or Elective Services Guidelines) • Experience with data management and information systems • Experience and familiarity with administrative procedures and tools (e.g., Word processor, Spreadsheet). • Demonstrates a high level of diplomacy and interpersonal skills – ability to facilitate sensitive issues when necessary, negotiating and influencing. • Demonstrated success in leading and delivering on improvement initiatives. <p>Desired</p> <ul style="list-style-type: none"> • Experience working in a tertiary hospital • Qualification in people management or business/information processes
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Key Relationships to Nurture:

Internal	External
<ul style="list-style-type: none"> • Service Manager • Administrative team members • Service Managers/Clinical Director(s)/Clinicians • Other CDHB Clinical, Business and Administration Staff • Finance – limited to payroll and procurement 	<ul style="list-style-type: none"> • Consumers and family/whanau • Other health providers • Health related groups • Other Districts / Health NZ • Vendors and Suppliers

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.