

POSITION DESCRIPTION

March 2026

This Position Description is a guide and will vary from time to time and
Between services and/or units to meet changing service needs

Te Whatu Ora Health NZ is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

Te Whatu Ora Health NZ vision is to improve the health and wellbeing of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Administrator - Adult Community Referral Centre (ACRC) – Older Persons' Health and Rehabilitation

REPORTS TO (Title):

Clinical Manager - Adult Community Referral Centre

PRINCIPAL OBJECTIVES

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

FUNCTIONAL RELATIONSHIPS:

INTERNALLY:

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

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

KEY PERFORMANCE OBJECTIVES:

Task Expected Result	<p>Providing excellent Customer and staff support service</p> <ul style="list-style-type: none"> • Handle enquiries effectively and efficiently by being able to identify the needs of both internal and external customers 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. • Positive feedback on customer survey and peer feedback for performance appraisal. • Relay messages in a timely and effective manner with consideration given to priority. • Promote the OPH & R Service in a positive and accurate manner to the general public, consumers and other staff members.
Task Expected Result	<p>Provision of administrative and secretarial duties for ACRC, CREST and CSTs</p> <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 appropriately disseminated or managed. • 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 standard forms and lists up to date using required processes for quality and document control. • Distribute mail to staff – receiving and sending and photocopying.
Task Expected Result	<p>Maintenance of statistical data bases</p> <ul style="list-style-type: none"> • Data entry for client contacts and referral processes. • 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.

Task	Other duties as required
Expected Result	<ul style="list-style-type: none"> • Undertake other duties as requested by the Clinical Manager in a co-operative and supportive manner. • Provide support to other community service teams. • Adhere to the code of conduct and policies relevant to your duties. • Participate in quality initiatives. • Undertake annual appraisal. • Ongoing educational development.
Task	Be an effective team member
Expected Result	<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.

HEALTH & SAFETY:

- Observe all Te Whatu Ora Health NZ Waitaha Canterbury safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in Te Whatu Ora's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

QUALITY:

Every staff member within Te Whatu Ora Health NZ Waitaha Canterbury is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- 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.

Desirable

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

PERSONAL ATTRIBUTES:**MANDATORY****Key Behaviours:**

- Ability to "work together" in a truthful and helpful manner.
- Ability to "work smarter" by being innovative and proactive.
- Accepts responsibility for actions.
- Excellent interpersonal skills.
- Client focused approach.
- Good time management and organisational skills.
- Ability to adjust readily to meet changes in the work environment.
- Empathy for older persons and those with age related disorders.
- Ability to remain calm and work under pressure.

DESIRABLE

- Experience in a team environment.

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.