

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

Title	Telephonist/Receptionist			
Reports to	Team Leader			
Location	Christchurch Hospital			
Department	Telephone Office			
Direct Reports	Karla Boeyen	Total FTE	1	
Budget Size	Opex	\$0	Capex	\$0
Delegated Authority	HR	No	Finance	\$0
Date	19th March 2026			
Job band (indicative)	PSA National Health Administration Band 3			

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

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The primary purpose of the role is to:

Located at Christchurch Hospital the Telephone Office is the first point of contact for callers to six hospitals: Burwood, Christchurch, Christchurch Women's, Hillmorton, The Princess Margaret Hospital and Ashburton Hospitals. Our service includes answering and actioning general hospital enquiries, patient enquiry calls, internal calls for clinical staff, confirming appointments, internal emergency calls (777) and monitoring alarms. You will also be responsible for providing reception duties as part of the services.

This position is working 40 hours per week. Flexibility with hours is important as your shifts rotate between the hours of 06:45 - 22:30, 7 days a week on a rotating roster.

As part of the Administration and Clerical Pay Equity Claim settlement this role has been mapped to National Band 3 /Profile 3

For further information about the administration and clerical pay equity settlement please follow the link below:

[PSA National Health Administration Collective Agreement - FINAL \(tewhatauora.govt.nz\)](https://www.tewhatauora.govt.nz/psa-national-health-administration-collective-agreement-final)

Key Result Area	Expected Outcomes / Performance Indicators
Customer Service	<p>Provide clear, calm and professional communication with patients, whanau, clinicians and external providers.</p> <p>Deliver patient-centred care while maintaining confidentiality at all times.</p> <p>Listen attentively and respond accurately to patient and team needs.</p> <p>Show cultural awareness and respect for diverse communities.</p> <p>Manage high volumes of face-to-face and phone interactions efficiently.</p>
Administration	<p>Utilise and maintain database systems and our electronic whiteboard.</p> <p>Monitor and respond to alarms promptly.</p> <p>Confirm patient appointments and update patient records to ensure smooth operations.</p> <p>Oversee the issuing of new and replacement pagers.</p> <p>Take advantage of opportunities to develop and strengthen administration and technical skills.</p>
Communication/Emergency Response	<p>Operate the 1call telephony system to manage incoming calls efficiently.</p> <p>Respond immediately to internal 777 emergency calls to ensure patient safety.</p>
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
Equity	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>

<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## About you – to succeed in this role

### You will have

#### Essential:

- Confidently manage high volumes of calls and face-to-face enquiries in a busy environment.
- Able to quickly learn and use new systems and technology.
- Excellent communication skills, ability to demonstrate empathy, patience, and professionalism.
- Pay close attention to detail and be organised.

#### Desired:

- Familiarity with medical terminology.
- Previous experience in a hospital, healthcare, or clinical environment.
- Enjoy working as part of a team to deliver excellent patient care.

### 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.

*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.*