

# Position Description | Te whakaturanga ō mahi

## Health New Zealand | Te Whatu Ora

*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.*

|                                             |                                                                     |
|---------------------------------------------|---------------------------------------------------------------------|
| <b>Title</b>                                | Quality Administrator Older Persons Health & Rehabilitation (OPH&R) |
| <b>Reports to</b>                           | [Quality Manager, OPH&R]                                            |
| <b>Location</b>                             | Burwood Hospital                                                    |
| <b>Department</b>                           | Quality OPH&R                                                       |
| <b>Date</b>                                 | 01/02/2026                                                          |
| <b>Salary band (indicative)<sup>i</sup></b> | Band 4                                                              |
| <b>Children's Worker role<sup>ii</sup></b>  | [No]                                                                |

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

### About the role

The primary purpose of the role is to:

- [Provide administration support within the OPH&R Quality Team.
- Document management and management of document control system.
- Contribute to the objectives and achievements of the OPH&R Quality Team.

| Key Result Area                  | Expected Outcomes / Performance Indicators                                                                                                                                                                                                     |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Document Control</b>          | <ul style="list-style-type: none"> <li>• To provide administration support to teams to develop and deploy in a timely fashion, policies, procedures and guidelines that meet legal, best practice and recognised quality standards.</li> </ul> |
| <b>Clinical Governance Group</b> | <ul style="list-style-type: none"> <li>• To organise and provide administration support to the OPH&amp;R Clinical Governance and review groups as determined by the Quality Manager (OPH&amp;R).</li> </ul>                                    |
| <b>Administration Support</b>    | <ul style="list-style-type: none"> <li>• Provide administration support to the OPH&amp;R Quality Team.</li> </ul>                                                                                                                              |
| <b>Reporting</b>                 | <ul style="list-style-type: none"> <li>• Manage the administrative duties assigned to reporting both internally and externally.</li> </ul>                                                                                                     |
| <b>Internet and Intranet</b>     | <ul style="list-style-type: none"> <li>• Internet and intranet site administrator for OPH&amp;R</li> </ul>                                                                                                                                     |

| Key Result Area             | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>• Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>• Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>• Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>• Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</li> </ul>                                                                                                                                                       |
| <b>Health &amp; safety</b>  | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <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> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |
| <b>Compliance and Risk</b>  | <ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>                                                                                                                                              |

### **Matters which must be referred to your manager**

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [Missed deadlines
- Training requirements

### **Relationships**

| External                                                                                                | Internal                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Printing companies</li> <li>• Consumers]</li> <li>•</li> </ul> | <ul style="list-style-type: none"> <li>• General Manager OPH&amp;R</li> <li>• Chief of Service OPH&amp;R</li> <li>• Director of Nursing OPH&amp;R</li> <li>• Director of Allied Health OPH&amp;R</li> <li>• Clinical Directors OPH&amp;R</li> <li>• Service Managers OPH&amp;R</li> <li>• Charge Nurse Managers OPH&amp;R</li> <li>• Allied Managers OPH&amp;R</li> <li>• Community Team Managers OPH&amp;R</li> <li>• Ranga Hauora Māori Health</li> </ul> |

- Quality Team (OPH&R)
- Clinical Governance Group
- Corporate Document Control
- South Island Legal Team
- Canterbury Clerical Administrators

## About you – to succeed in this role

### You will have

#### Essential:

- [Administrative experience
- Advanced computer literacy in Microsoft applications
- Advanced communication skills
- Ability to work autonomously and within a team

### You will be able to

#### Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
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<sup>i</sup> Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

<sup>ii</sup> The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.