

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Medical Secretary/Transcriptionist</b>	
<b>Reports to:</b>	Rural Inpatient & Transalpine Services Operations Manager	
<b>Date:</b>	1 February 2026	
<b>Band/Profile:</b>	Administration National Role Profile = <b>4A</b>	
<b>Location:</b>	Te Nikau Hospital, Greymouth	Department: Medical Administration
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"> <li>Administration Team Leaders</li> <li>Administrative Team members</li> <li>Clinicians/Clinical Nurse Managers</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>Consumers and family/whanau</li> <li>Other health providers</li> <li>Health related groups</li> <li>Other Districts/Health NZ</li> </ul>

### About us

The Health System in New Zealand/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

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

<b>Wairuatanga</b>	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled”.</i>
<b>Rangatiratanga</b>	Ensuring that the health system has leaders at all levels who are here to serve	<i>“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”</i>
<b>Whanaungatanga</b>	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora”</i>
<b>Te Korowai Manaaki</b>	Seeks to embrace and protect the workforce	<i>“The wearer of the cloak has responsibility to act/embody those values and behaviours”</i>

<b>Role Purpose:</b>	<p>The key purpose of this role is to work to carry out Transcription/Secretarial duties to Te Tai o Poutini West Coast standards and targets, with guidance from the service leaders/managers and Clinical Director/Clinicians.</p> <p>Other duties may include tasks associated with secretarial duties.</p>
<b>Complexity:</b>	<p>Most challenging duties typically undertaken, or most complex problems solved:</p> <ul style="list-style-type: none"> <li>• Multiple competing sensory demands when transcribing</li> <li>• Concentration required when checking information</li> <li>• Maintain a high level of transcription accuracy and grammar</li> <li>• Managing daily, weekly workload.</li> </ul>

**The Secretary will be successful when:**

<b>1. Effectively communicates with all internal and external clients</b>
<p><b>Transcription duties:</b> Work is undertaken and managed according to ‘greatest need, longest wait’</p> <ul style="list-style-type: none"> <li>• Transcription process from start of dictation through to the distribution of authorised letter is completed in each instance.</li> <li>• Written work is presented and accurate.</li> <li>• Dictated letters are completed within set timeframes (usually five workdays).</li> <li>• Author (clinical) review and approval, including double sign off for registrar letters, is requested and obtained for all letters.</li> <li>• All letters and outgoing correspondence are processed and distributed within one workday of sign-off by clinicians.</li> <li>• Appropriate selection of templates and/or formatting specific to the service is mastered and applied in all instances.</li> <li>• All data is entered into the patient management system accurately and in a timely manner if required.</li> <li>• All enquires and requests from District staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken.</li> <li>• Effective working relationships are maintained with staff from other services and sites across Te Tai o Poutini West Coast.</li> <li>• Good public relations and communication skills are always practiced.</li> </ul>

<b>2. Undertakes other duties and projects as reasonably directed by the clinicians from time to time</b>
<ul style="list-style-type: none"> <li>• Assistance with the overall service provision as workload determines.</li> <li>• Additional duties are carried out in the best interest of the clinicians and in a competent and efficient manner.</li> </ul>
<b>3. Communicates</b>
<ul style="list-style-type: none"> <li>• All inward and outward mail is sorted and delivered.</li> <li>• Telephone/reception enquires dealt with politely and promptly.</li> <li>• Day-to-day enquiries for medical staff and other medical secretaries in their absence, both over the phone and through face-to-face contact.</li> <li>• Positive and professional behaviours in all relationships are role modelled.</li> <li>• Communication is clear, open, accurate and responsible.</li> <li>• Confidentiality is maintained.</li> <li>• Communicates clearly and proactively seeks feedback.</li> <li>• Contribute to a supportive environment to create a high functioning service.</li> </ul>
<b>4. Quality Service</b>
<ul style="list-style-type: none"> <li>• Provides a quality service by taking an active role in quality activities and identifying areas of improvement.</li> <li>• Is able to demonstrate the ability to recognise limits of knowledge and/or experience and transfer enquiries appropriately.</li> <li>• Is familiar with and applies the appropriate organisational and divisional policies and procedures.</li> </ul>
<b>5. Health and Safety</b>
<p>Maintains a high quality, safe and secure work environment by following relevant Te Tai o Poutini West Coast and divisional policies, protocols and standards.</p> <ul style="list-style-type: none"> <li>• All Te Tai o Poutini West Coast safe work procedures and instructions are observed</li> <li>• Own safety and that of others is ensured</li> <li>• All hazards or potential hazards are immediately reported</li> <li>• Protective equipment is used when appropriate and protective clothing is worn when required</li> <li>• Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed</li> <li>• Workplace hazards and employee's health is monitored</li> <li>• All accidents or incidents are promptly reported to your manager</li> <li>• The Te Tai o Poutini West Coast's rehabilitation plan, to ensure an early and durable return to work, is activated when required</li> <li>• Advice is sought from your manager if you are unsure of any work practice(s).</li> </ul>

Qualifications & Experience <i>(indicate years of experience required and level of learning)</i>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills – people focused.</li> <li>• Technically savvy – quick at picking up new applications/systems.</li> <li>• Excellent organisational, time management and problem-solving skills.</li> <li>• Ability to achieve high levels of accuracy.</li> <li>• Maintain meticulous attention to detail.</li> <li>• Ability to meet deadlines and work unsupervised.</li> <li>• Ability to manage and coordinate a range of different inputs to achieve the agreed outputs.</li> <li>• A team player.</li> <li>• Intermediate to advanced user in the Microsoft suite of products e.g., Word, Outlook.</li> <li>• Excellent keyboard skills (50 – 70 wpm).</li> <li>• Excellent grammar skills.</li> <li>• High level of written and verbal communication skills.</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience using dictation software for transcription of letters and formal/confidential documents.</li> <li>• Broad administrative experience in a health-related field.</li> <li>• Awareness of people of differing cultural backgrounds.</li> <li>• Knowledge/interest of medical terminology/biology.</li> <li>• Familiarity with the public hospital system (including the patient management system).</li> <li>• Flexibility to work extra hours if required.</li> </ul>

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification and is not intended to be exhaustive. Employees may be requested to perform job related tasks other than those specified.*