

## Position Description | Te whakaturanga ō mahi

### Health New Zealand | Te Whatu Ora

<b>Title</b>	Administrator/Receptionist			
<b>Reports to</b>	Practice Co-ordinator			
<b>Location</b>	Christchurch Outpatients			
<b>Department</b>	Hospital Dental Service			
<b>Direct Reports</b>	Nil	<b>Total FTE</b>	Nil	
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b>	Nil
<b>Delegated Authority</b>	<b>HR</b>	Nil	<b>Finance</b>	Nil
<b>Date</b>	April 2026			
<b>Job band (indicative)</b>	PSA Administration Band 2			

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

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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

The primary purpose of the role is to:

To deliver high-quality, reliable assistance to dentists, specialists and technicians across the Hospital Dental Service, and to strengthen a collaborative, patient-centred dental assistant team.

Key Result Area	Expected Outcomes / Performance Indicators
Reception	<ul style="list-style-type: none"> <li>• Undertake front of house duties including warmly greeting patients and visitors to the department and direct them to the appropriate area.</li> <li>• Ensure patient management system is checked for correct patients demographics and update as appropriate.</li> <li>• Actively manage telephone and electronic enquiries and forward to appropriate staff for follow up/response.</li> <li>• Interpreter service is arranged as required.</li> <li>• Accurately process payments for treatment and reconcile daily banking.</li> <li>• Book patients for the relief of pain clinic in line with eligibility criteria.</li> <li>• Demonstrate professional behaviour at all times.</li> <li>• Performs other duties as agreed with the line manager.</li> </ul>

<b>Administration</b>	<ul style="list-style-type: none"> <li>• Receive and accurately process referrals to the</li> <li>• Prepare and distribute referral acknowledgement letters</li> <li>• Provide assistance with the overall service provision as workload determines</li> <li>• Be engaged in the vision and goals of the Hospital Dental Service and the Canterbury health system.</li> <li>• Maintain high standards of performance, work quality, safety and adherence to organisational policies and procedures.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remain 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>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commit 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>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Participates in Health and Safety matters and ensures the successful implementation of Health and Safety 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>

**Matters which must be referred to the Practice Co-ordinator:**

- Failure or breakages of equipment
- Leave requests
- Health & Safety concerns
- Patient complaints

## Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Patients, parents, carers and visitors to the service</li> <li>• Private dental and medical practitioners</li> <li>• Suppliers and contractors</li> <li>• Department of Corrections</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Director, Service Manager and Practice Co-ordinator of Hospital Dental</li> <li>• Hospital Dental staff</li> <li>• Clinical teams throughout the hospital</li> <li>• Occupational Health &amp; Safety</li> <li>• Infection Prevention &amp; Control</li> </ul>

## About you – to succeed in this role

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### You will have

#### Essential:

- Excellent customer service skills – people focused
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem solving skills
- Ability to achieve accuracy and maintain excellent attention to detail
- Ability to meet deadlines and work unsupervised
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- High level of written and verbal communication skills
- Demonstrated perceptiveness and proactive approach in an administrator role.

#### Desired:

- Broad administrative experience in a health related field.
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Understanding of differing cultural backgrounds.

**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.*