

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

Title	Administrator, Clinical		
Reports to	Service Manager Older Persons Health		
Location	Burwood Hospital, Waitaha, Canterbury		
Department	Clinical Administration		
Direct Reports		Total FTE	0.5
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	1 May 2026		
Salary band (indicative)*	PSAA4 1-4		

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

The primary purpose of the role is to:

The primary purpose of this role is to carry out transcription duties and manage patient booking processes in line with Waitaha Canterbury standards and Ministry of Health targets. This includes coordinating outpatient appointments, inpatient admissions, and ensuring patients receive timely care within guidelines.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Deliver excellent customer service to patients, clinicians and stakeholders.
	<ul style="list-style-type: none"> • Manage patient bookings, ensuring accuracy and timeliness.
	<ul style="list-style-type: none"> • Maintain and update patient management systems.
	<ul style="list-style-type: none"> • Coordinate clinic utilisation and scheduling
	<ul style="list-style-type: none"> • Manage waitlists aligned with priority guidelines
	<ul style="list-style-type: none"> • Complete transcription duties within required timeframes.
	<ul style="list-style-type: none"> • Ensure confidentiality and compliance with polices.
	<ul style="list-style-type: none"> • Support service delivery and undertake additional duties as required.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • 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. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.

Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • 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. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • 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. • 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.
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the Service Manager Older Persons Health

- Any clinical queries or re-categorisation of patient priority
- Requests to deviate from booking rules or Waitaha Canterbury booking guidelines
- System issues that affect booking accuracy or patient flow
- Any complaints or sensitive patient issues that cannot be resolved at frontline level.

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and their families • General Practitioners 	<ul style="list-style-type: none"> • Administrative team members • Service Manager • Clinicians

- | | |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Other public and private health sector health agencies | <ul style="list-style-type: none"> • Wards and other staff |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|

About you – to succeed in this role

You will have

Essential:

- Excellent customer service skills with a people-focused approach.
- Technically savvy with experience in data systems and the ability to quickly learn new applications/systems.
- Strong organizational, time management, and problem-solving skills.
- Ability to achieve high levels of accuracy.
- Attention to detail.
- Ability to meet deadlines and work unsupervised.
- Ability to manage and coordinate a range of different inputs to achieve the agreed outputs.
- A team player.
- Intermediate to advanced user in the Microsoft suite of products (e.g., Word, Outlook, Excel).
- Excellent keyboard skills (50 – 70 words per minute).
- High-level written and verbal communication skills.
- Demonstrated perceptiveness and a proactive approach in an administrator role.

Desired:

- Broad administrative experience in a health-related field.
- Awareness of working with individuals from diverse cultural backgrounds.
- Knowledge of medical terminology.
- Familiarity with the public hospital system, including the patient management system.

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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

Desired:

- Demonstrated experience working in culturally responsive environments
- Experience in health or hospital administration environment
- Ability to interpret and apply clinical or medical terminology in administrative process.

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.

*The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.