

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

Team Name	General Surgery Administration		
Role Title	<b>Administrator, Clinical</b>		
Reports to	Administration Supervisor/Team Leader		
Date	15 July 2025	Salary Band	Admin <a href="#">National Role Profile 4A</a>
Location	Christchurch Hospital Campus	Department	<b>General Surgery</b>
Direct Reports	N/A	N/A	
Budget size	N/A	N/A	
Delegated Authority	N/A	N/A	

**About us**

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.

### **Our Team Accountability**

The Administrative Team/Cluster has shared accountability for:

- Coordinating smooth patient flow through the Cluster/Service.
- Maintaining administration integration across all Cluster/Service teams.
- Identifying areas of constraint to patient flow and working with the service leadership team to implement solutions.
- Monitoring all bookings and transcription throughput to keep within service and MOH guidelines.
- Monitoring waitlists, reporting, and acting upon in line with service requirements.
- Regular Missed Appointment audits are undertaken and acted on accordingly.

### **About the role**

The Administrator plays a vital role in supporting patient access to healthcare services by coordinating bookings in accordance with Health New Zealand and Ministry of Health (MoH) guidelines. This role contributes directly to the achievement of health targets and operates under the guidance of the Team Supervisor, Team Leader, Service Manager, and Clinical Director or Triaging Clinician.

### **Responsibilities include:**

- Schedule and manage patient bookings for outpatient and inpatient services, including planned care procedures, in accordance with Health New Zealand and Ministry of Health (MoH) standards and guidelines.
- Support the smooth flow of outpatient clinics by managing patient arrivals and departures.
- Collaborate with clinical and administrative teams to ensure patients receive timely access to care and that booking processes align with service delivery goals.
- Maintain accurate records and data entry to support reporting and compliance with health targets.

**Most challenging duties typically undertaken, or most complex problems solved:**

- **Delivering a quality customer service** – balancing the needs of both patients and clinical teams requires a strong focus on communication, empathy, and responsiveness, especially when managing competing priorities or time-sensitive requests.
- **Coordinating complex bookings** - achieving the right outcomes for patients and clinicians involves the effective use of the Patient Management System and associated clinical systems. This includes planning, scheduling, and communicating appointments while considering clinical urgency, patient availability, and service capacity.
- **Supporting patient-centric booking** - navigating the diverse needs and constraints of patients and clinicians to ensure bookings are timely, appropriate, and aligned with care pathways. This often involves problem-solving and negotiation to find workable solutions.
- **Managing workload and priorities** - balancing daily and weekly booking demands in a dynamic environment, while maintaining accuracy and meeting service delivery timeframes, requires strong organisational skills and adaptability.

**The Administrator will be successful when:**

**1. Customer Service**

- A genuine focus on excellent customer service skills is maintained.
- All interactions in the workplace — whether with patients, clinicians, or colleagues — are conducted with respect, empathy, and professionalism.
- Patient confidentiality and privacy is always maintained.

**Front of house duties:**

- Front of house duties undertaken with excellent customer service skills.
- Patient management system is checked for patient demographics and updated as appropriate.
- Patients who are clearly unwell or infirm are referred immediately to nursing staff.

**2. Patient Management System (SI PICS): Associated standardised processes**

**Health New Zealand / Ministry of Health booking guidelines and standards are adhered to:**

- All electronic data input is timely, accurate, complete and auditable.
- Clear, concise and timely booking information is communicated with the patients.
- Clinical direction is sought regarding any re-categorisation queries from the referrer.
- Bookings are appropriate to pre-booking requirements, including the timing of diagnostic tests etc.

**Clinic Utilisation:**

- Clinic bookings are made as per the clinic templates and a high level of clinic utilisation is maintained.
- Cancellations are kept to a minimum by working within the six-week booking horizon.
- Clinic preparation and outcome is undertaken as required by the clinical team and business rules.

**Wait List Management:**

- SI PICS wait lists are accurately maintained to planned care requirements.
- Cancellations, reschedule activities and missed appointments are managed according to national waiting list guidelines and standardised processes.
- Wait lists are filtered to agreed service requirements and aligned with 'greatest need/longest wait'.
- Clinical and service management review is sought when required.

### **3. Communication**

- Positive and professional behaviours in all relationships are role modelled.
- Communication is clear, open, accurate and responsible.
- Confidentiality is maintained.
- Clear and proactive communication, and appropriately seeks and provides feedback.
- Contribute to a supportive environment to foster a high functioning service.

### **4. Undertake other duties as reasonably directed by the Team Leader**

- Assistance with other tasks when asked and to assist with overall service provision and key deliverables.
- Additional duties are carried out to meet service needs, in a competent and efficient manner.

### **5. Training and support**

- Requests for training and support are made through the team leader and are specific and relevant to the service.
- Requests for personal training and advancement are made through the Team Leader and on a time-permitting basis.
- Support and training will be provided to others when/as requested by the team leader.

### **6. Quality**

- Service quality is assured by taking an active role in quality activities and identifying areas of improvement.
- Be familiar with and apply the appropriate organisational and divisional policies and procedures.

### **7. Health and Safety**

- A safe and secure work environment is maintained by following relevant Te Whatu Ora, Waitaha Canterbury, and divisional policies, protocols, and standards.
- Canterbury staff and workplace conduct, and wellbeing policies and procedures are adhered to.
- An active role is taken in applying these policies and procedures within the administrative Service.
- Regular reviews and audits are undertaken to monitor hazard controls and to identify and deal with new or emerging hazards.

Qualifications & Experience (*indicate years of experience required and level of learning*)

**Essential:**

- Excellent customer service skills – people focused.
- Technically savvy – experience with data systems and quick at picking up new applications/systems.
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy.
- Maintain 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.
- Experience working successfully with a variety of people in large or complex team environments.
- Intermediate to advanced user in the Microsoft suite of products e.g., Word, Outlook, Excel
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach to detailed record keeping, and the wider duties in an administrator role.

**Desirable:**

- Broad administrative experience in a health-related field
- Excellent keyboard skills (50 – 70 wpm)
- Awareness of people of differing cultural backgrounds.
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system).

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.*