

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

<b>Title</b>	Clinical Administrator		
<b>Reports to</b>	Clerical Team Leader, Adult Rehabilitation Services		
<b>Location</b>	Burwood Hospital		
<b>Department</b>	Burwood Spinal Service		
<b>Direct Reports</b>	0	<b>Total FTE</b>	1.0
<b>Date:</b>	May 2026		
<b>Salary band (indicative)*</b>	PSA S4 Step 1-6		

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:

Provide administrative support to the Burwood Spinal Unit. The administrator is responsible for a wide range of functions that support the Spinal Unit staff and patients. It is the first point of contact for patients, whanau/family and visitors entering the unit and supports the wider team with a range of supporting functions. The role is very busy managing multiple requests from staff and patients and tasks may vary depending on staffing and demands of the service on any day.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Provide front line reception duties in BSU</b>	<ul style="list-style-type: none"> <li>• Greet patients, family, and visitors in a welcoming manner</li> <li>• Answer phones and address or transfer in an efficient and courteous manner</li> <li>• Use SIPICS to arrive and depart patients (inpatients and outpatients)</li> </ul>
<b>Provide administrative support to BSU staff</b>	<ul style="list-style-type: none"> <li>• Filing, photocopying &amp; scanning of relevant information</li> <li>• Updating Teams site on arranged admissions</li> <li>• Checking generic email daily and forwarding to appropriate team member</li> <li>• Set up family meetings for team – book room and equipment and send out invites to required attendees.</li> </ul>
<b>Referral Management</b>	<ul style="list-style-type: none"> <li>• Prepare referrals for weekly meeting. May collate and print referrals as requested</li> </ul>

	<ul style="list-style-type: none"> <li>• May be requested at times to attend weekly referral meeting and update actions</li> <li>• Complete and close ERMS referrals</li> </ul>
<b>Cover Accommodation Coordinator (AC) Leave</b>	<ul style="list-style-type: none"> <li>• Be able to process requests for accommodation while (Accommodation Coordinator absent)</li> <li>• Record and update accommodation on Teams site</li> <li>• Communicate with family, patients</li> <li>• Liaise with ACC or NTA bookers, as required</li> </ul>
<b>Data entry</b>	<ul style="list-style-type: none"> <li>• Accurate AROC data entry into database</li> <li>• Complete admission and discharge spreadsheet</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• Responsible for undertaking other duties as reasonably requested by Clerical Team Leader or Service Manager</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains 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>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>

**Matters which must be referred to the Team Leader of Service Manager.**

- Any concerns for safety of patients, staff, or visitors
- Any matters that might result in media interest

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• ACC</li> <li>• External Health professionals</li> <li>• Patients</li> <li>• Family and carers</li> <li>• Visitors</li> </ul>	<ul style="list-style-type: none"> <li>• Clerical Team Leader</li> <li>• Administration team colleagues</li> <li>• Clinical Director</li> <li>• Service Manager</li> <li>• Charge Nurse Manager</li> <li>• Medical Staff</li> <li>• Nursing Staff</li> <li>• Allied Health Staff</li> <li>• Other HNZ Departments</li> </ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Demonstrated administrative experience in a busy environment
- Ability to remain calm when busy
- Excellent front line reception skills
- Excellent telephone skills
- Ability to work without direct supervision
- Ability to work as part of a team
- Computer competent - ability to learn new applications quickly
- Manage and prioritise multiple requests, being flexible

**Desired:**

- Demonstrated Medical typing skills and knowledge of medical terminology
- SIPICS trained
- Fast and accurate general typing skills
- Experience in implementing Te Tiriti o Waitangi in action.

**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

*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.*