

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

<b>Title</b>	Receptionist – Administrator		
<b>Reports to</b>	Business & Administration Manager – Northern IHS		
<b>Location</b>	Buller Integrated Family Health Centre (IFHC)		
<b>Department</b>	Buller Health Integrated Administration Team		
<b>Direct Reports</b>	None	<b>Total FTE</b>	0
<b>Date</b>	22 May 2026		
<b>Job band (indicative)</b>	National Profile 3C		

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

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The primary purpose of the role is to:

To provide reception/administration cover to clinical services at Buller IFHC. This includes providing a quality service that ensures patients receive efficient and appropriate access to services in line with the policies and procedures of Health NZ.

This role predominantly covers Westport but may occasionally require work at other sites.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> <li>• Administrative tasks are completed within required timeframes, comply with Health NZ policies, and demonstrate responsiveness to both health-system priorities and community needs.</li> </ul>
	<ul style="list-style-type: none"> <li>• Manages patient information in accordance with confidentiality procedures, ensuring privacy is protected and patient dignity is maintained at all times.</li> </ul>
	<ul style="list-style-type: none"> <li>• Works collaboratively within the team and across the organisation to support continuous improvement in the delivery of administration services.</li> </ul>
	<ul style="list-style-type: none"> <li>• Leads point-of-entry processes by ensuring patient arrivals, fee charging, and telephone services are delivered in a timely and customer-focused manner.</li> </ul>
	<ul style="list-style-type: none"> <li>• Takes timely and appropriate action during emergencies, including fire alarms, by adhering to established procedures to support a safe environment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintains accurate, up-to-date, and accessible medical records by following required documentation procedures and standards.</li> </ul>
	<ul style="list-style-type: none"> <li>• Liaises with the Digital Services (IT) to troubleshoot technical issues and ensure smooth service delivery.</li> </ul>
	<ul style="list-style-type: none"> <li>• Manages financial processes, including invoicing, fee collection, payment reconciliation, and daily banking accurately and within required timeframes.</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>• 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>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <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>

<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are followed.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>
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**Matters which must be referred to the Business and Administration Manager**

- Perceived or potential breaches of the Health NZ Code of Conduct, policies and procedures.
- Potential or alleged abuse, fraud, unlawful conduct, serious health and safety violations, professional misconduct.

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Patients</li> <li>• Whanau/Families</li> <li>• External Health Care Providers</li> <li>• West Coast Health</li> <li>• Poutini Waiora</li> <li>• St Johns Ambulance</li> <li>• Agencies, e.g. WINZ, ACC</li> <li>• Police</li> </ul>	<ul style="list-style-type: none"> <li>• Administration Staff across Health NZ  Te Whatu Ora, Te Tai o Poutini West Coast including own team</li> <li>• Senior Medical Officers (SMO), General Practitioners (GP) and Nurse Practitioners (NP)</li> <li>• Nursing Staff</li> <li>• Allied Health Staff Members</li> <li>• Buller Health IHS staff</li> <li>• Digital Services (IT)</li> </ul>

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

**You will have**

**Essential:**

- Intermediate to advanced Microsoft Word, Outlook and Excel.
- Minimum of one to two years' office experience, customer service or similar role.
- A clean driver licence.
- A positive attitude, people focus, empathy and excellent interpersonal skills.
- Excellent written and verbal communication skills.
- Self-motivation with a high level of initiative and accountability.
- The capability to work unsupervised, prioritise workloads, and manage time effectively.
- A strong commitment to maintaining confidentiality and exercising discretion at all times.
- Excellent organisational, time-management, and problem-solving skills.
- A high level of accuracy and strong attention to detail in all aspects of work.

- Proven ability to work collaboratively within a team environment.
- A willingness to learn and embrace new technologies and systems

**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.*