

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

Title	Business & Administration Coordinator – Northern IHS		
Reports to	Business & Administration Manager – Northern IHS		
Location	Buller Integrated Family Health Centre (IFHC) – Westport		
Department	Buller Health Integrated Administration Team		
Direct Reports		Total FTE	1.0 FTE
Date	7 May 2026		
Job band (indicative)	Profile B6/Step 1		

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:

Proactively remove barriers to care for patients by providing equitable and timely access to health care. Guiding and coaching the Administration team to achieve best practice administration standards within an Integrated Health Care Facility. The role will do this by using their specialist knowledge of Administration and Health Care services, standards, systems and accreditation.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Ensures continuity and equity in the provision of access to health care through the effective administration of patient management systems and staff rosters.
	<ul style="list-style-type: none"> • Develops efficient and sustainable administrative protocols based on proven models and coast wide Health NZ practice.
	<ul style="list-style-type: none"> • Provides specialist knowledge to support, guide and coach the Administration team to achieve best practice.
	<ul style="list-style-type: none"> • Encourages front-line interactions that are professional, culturally safe, timely and customer-focussed so that patients and kaimahi feel safe and respected.
	<ul style="list-style-type: none"> • Supports the Business & Administration Manager and works collaboratively with other Coordinators and the wider administration team to align processes, share knowledge and solve operational issues.
	<ul style="list-style-type: none"> • Utilises data and information to monitor and provide faster, equitable access to care.

	<ul style="list-style-type: none"> • Supports innovation and digital technologies to streamline services, reduce administrative burden on providers and empower patients to manage their own health.
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. • Demonstrates awareness of colonisation and power relationships. • 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. • 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 remove silo thinking and behaviour at decision making level which may 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 followed. • 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 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

External	Internal
<ul style="list-style-type: none"> • Patients/whānau and families • West Coast Health (PHO) • Poutini Waiora • Non-Government Organisations • External providers/suppliers • ACC and accredited employers • RNZCGP • Collaborative Aotearoa • Community Groups • Agencies: Police, MSD and ACC • Hato Hone - St John 	<ul style="list-style-type: none"> • Administration Staff across Health NZ Te Whatu Ora, Te Tai o Poutini West Coast including own team • Senior Medical Officers (SMO), General Practitioners (GP) and Nurse Practitioners (NP) • Medical Staffing • Nursing Staff • Allied Health Staff Members • Buller Health IHS staff • Digital Services (IT)

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- NCEA level 2/3 equivalent.
- Minimum of 3 years' office experience, customer service or similar role.
- Intermediate to advanced Microsoft Word, Outlook & Excel.
- A clean driver licence – restricted or full.
- 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 embrace new technologies and systems.

Desired:

- A relevant graduate and post-graduate qualification.
- Experience working in health.
- Management experience

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.