

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Casual Administrator, Clinical
Location	Christchurch Hospital Campus
Department	Relief Pool Admin Services
Date	05/10/2026
Salary band (indicative)ⁱ	Admin National Role Profile 4A
Children's Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

About us

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 Do not Attends (DNA) audits are undertaken and acted on accordingly.

About the role

This is a hybrid role. The Booking Administrator/Transcriptionist 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 Leader, Service Manager, and Clinical Director or Triaging Clinician.

*A casual employee doesn't have fixed workdays or hours. They are asked to work only when needed, and there's no guarantee of ongoing or regular work.

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.
- Performing transcription duties (typing letters using dictation software) as required, ensuring accuracy, maintaining confidentiality and supporting clinical workflows.
- 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.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	- 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	- 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 your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
Patients	Colleagues Clinicians

About you – to succeed in this role

You will have

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.
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g., Word, Outlook, Excel
- Excellent keyboard skills (50 – 70 wpm)
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

It would be an advantage if you have:

Experience using dictation software for transcription of letters and formal/confidential documents.

Broad administrative experience in a health-related field

Awareness of people of differing cultural backgrounds.

Knowledge of medical terminology

Familiarity with the public hospital system (including the patient management system)

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.