

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	Personal Assistant
Reports to	Service Manager
Location	Christchurch
Department	Child, Adolescent and Family Mental Health Service

Date	20-07-2026
Salary band (indicative)ⁱ	5
Children's Worker roleⁱⁱ	Yes

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:

To provide active day to day administrative co-ordination across functions to the CAF Service Leadership Team with effective, efficient and confidential personal assistant, secretarial and administrative support to enable the operational effectiveness of the Child, Adolescent and Family Mental Health Service.

Key Result Area	Expected Outcomes / Performance Indicators
Provide confidential administrative support to the CAF Service Leadership Team	• Tasks are managed with the upmost confidentiality and in accordance with the Code of Conduct. • Diary management – scheduling of appointments and co-ordination of meetings. • Reports and letters drafted and typed maintaining confidentiality at all times within appropriate timeframes. • Answering emails and dealing with issues as they arise in a timely way. • Minute meetings in an accurate and efficient manner and distribute to appropriate staff.

	• Ensure that the Service Leadership team meets deadlines for reports to the Divisional Leadership Team or Health New Zealand - Te Whatu Ora as required. • Organise all Course/ Conference and study related travel and accommodation approvals and bookings. • Organise travel and accommodation for regional and national meetings. • Provide support to Senior Medical Officers (SMO's) and Medical Officers (MO's) in the processing of their Continuing Medical Education (CME) Course/Conference applications and reimbursements. • Collate SMO and MO leave and cover arrangements into a Leave Spreadsheet and into Microster. • Administer Microster for cost centre 0366 and 0366-S. • Provide support to and process Psychology CPD applications, organise reimbursements and maintain the Psychologist CPD Database. • Maintain staff training database. • Prepare external Invoices for payment. • Take care of Administration and Invoice requirements for the Registrar Training Programme. • Ensure the office environment is calm, welcoming and fit for purpose. • Assistance and support is provided in a calm and efficient manner, promoting good teamwork. • Maintain stationery stocks at a satisfactory level.
Support for meetings and internal/external meeting	• Organisation of meeting rooms, technology and catering as required. • Collate the agenda prior to the meeting and circulate minutes afterwards. • Attend meetings and take minutes. • Ensure that action points are followed up and that timeframes are met. • Schedule regular/recurring meetings. • Schedule Performance Appraisals for Senior Medical Officers, Medical Officers, Clinical Managers and Charge Nurse Managers, ensure documentation required is available.
People and Capability	• Ensure the SMO Leaves / CME / Call-back's / Extra Duty transactions in Microster are correct each week. Timely liaison with Payroll and Roster Support. • Be part of the interview panel when interviewing for secretarial/administrator roles as required.
Projects	• These will vary from time to time but will include support for work associated with the Service Leadership Team.
Undertake other duties as reasonably directed from time to time.	• To complete such tasks or projects in a professional, competent and timely manner in accordance with directions and in the best interests of the organisation.

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
Ministry of Health	Service Leadership Team
Interfacing Ministries	Clinical and Charge Nurse Managers
Other Te Whatu Ora staff	Senior Medical and Medical Officers
NGO's	CAF Staff
Union Officials	Divisional Leadership Team
General Public	Personal Assistants
	Administrators/Secretaries

	SMHS Managers and Staff
	People and Capability

About you – to succeed in this role

You will have

Essential:

- Excellent interpersonal skills and the ability to establish and build working relationships effectively.
- Ability to communicate at all levels in order to successfully achieve outcomes.
- A balanced and informed approach to problem solving.
- A proactive, goal orientated and focussed approach.
- The ability to plan and prepare for outcomes on the basis of priority and effective management of time.
- Confidentiality and integrity.
- Ability to participate as a valuable team member with a can-do attitude.
- Self-motivated and flexible.
- Display a high level of initiative.
- Have high standards and organisational skills.
- Be proactive.
- The ability to work with ambiguity.

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.
- Proven experience as an PA/Administrator/Secretary at a senior level.
- Highly computer literate in the Microsoft suite of products.
- High level of written and verbal communication skills.
- Be prepared to commit to ongoing training / upskilling, as appropriate

- Be culturally sensitive to the Principles and Articles of the Treaty of Waitangi
- Possess technical knowledge and skills relevant to the position, and a commitment to continuously updating these.
- High detail consciousness.
- Able to multitask and prioritise.

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.