

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	Administrator Meals and Wheels			
Reports to	Wellfood (Quality & Production (Q&P) and Service Manager)			
Location	Christchurch			
Department	Wellfood			
Direct Reports	Wellfood (Q&P and Service Manager)		Total FTE	0.813 FTE
Budget Size	Opex	0	Capex	0
Delegated Authority	HR	0	Finance	0
Date		20-07-2026		
Salary band (indicative)ⁱ		PSAA4 steps 1 - 6		
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:

The key purpose of the role is to work to Waitaha Canterbury standards (and Ministry of Health targets) for inputting and updating all MOW client data, with guidance from the Quality & Production (Q&P) Manager, and Service Manager.

Ensuring all MOW recipients records are up to date and new referrals are loaded on the system as soon as possible.

Accurate data input, recording the recharging and end of month balancing of accounts. And accurate recording of the special diets required by recipients in a immune compromised position

Key Result Area	Expected Outcomes / Performance Indicators
Customer Service	• A genuine focus on excellent customer service skills is maintained. • Patient confidentiality and privacy is always maintained. • All duties undertaken with excellent customer service skills. • Client management system is checked and updated as appropriate.
MOW information and client's database	• New Clients are loaded onto the MOW Database and runs applied. • Updated driver run sheets achieved. • All data entry is accurate and timely. • Clear, concise, and timely recording of information is key. • Ensure any changes are recorded within the clients contact sheet. • Any ad hoc interaction with clients is a chance to engage and ensure we have 'UpToDate information. • If in doubt, check with Q&P and or Service Manager
Communication	• Positive and professional behaviours in all relationships are role modelled • Communication is clear, open, accurate and responsible • Confidentiality is maintained • Communicates clearly and proactively seeks feedback • Minutes that are recorded and circulated are read and actioned appropriately. • Contribute to a supportive environment in order to create a high functioning service.
Undertake other duties as reasonably directed by the Q&P Manager, Service Manager	• <i>Assistance with the overall service provision as workload determines.</i> • <i>Additional duties are carried out in the best interest of the service and in a competent and efficient manner.</i>
Training and support	• Requests for training and support are made through the Q&P and Service Manager and are specific. • Support and training is provided for others as requested by the Q&P and Service Manager.
Quality	• A quality service is provided by taking an active role in quality activities and identifying areas of improvement. • Be familiar with and apply the appropriate organisational and divisional policies and procedures.
Health and Safety	Maintain a high quality, safe and secure work environment by following relevant Waitaha Canterbury and divisional policies, protocols and standards.

	All Waitaha Canterbury safe work procedures and instructions are observed • Own safety and that of others is ensured • All hazards or potential hazards are immediately reported • Protective equipment is used when appropriate and protective clothing is worn when required • Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed • Workplace hazards and employee health is monitored • All accidents or incidents are promptly reported to your manager • The Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work, is activated when required • Advice is sought from your manager if you are unsure of any work practice.
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.
- If in doubt with the Client Details Management, check with Q&P and Service Manager.

Relationships

External	Internal
• Clients and their families • General practitioners • Other public and private health sector health agencies • Red Cross	• Administrative team members • Quality & Production Manager • Service Manager • Clinicians • Wards and other staff • Dietitians as required

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
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

Desired:

- Broad administrative experience in a health-related field
- Awareness of people of differing cultural backgrounds.
- Food background?

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.
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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.