

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	Radiographic Assistant
Reports to	Radiology Administration Team leader, RA Coordinator
Location	Canterbury – Christchurch
Department	Radiology

Date	DD-07-2026
Salary band (indicative)ⁱ	PSA Allied Services
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:

[Assisting MITs and Sonographers in providing an efficient, high quality diagnostic Radiology Service which meets the requirements and standards of the service and Te Whatu Ora Health New Zealand.]

Key Result Area	Expected Outcomes / Performance Indicators
Assist in Workflow	• Answer telephone enquiries. • Organise orderlies. • Assist with observation of patients waiting for scans and communicate problems to MRTs and / or nurse. • Assist with basic patient care, e.g. accompanying patient to toilet, looking after relatives and children if necessary. • Assist with moving patients within the modality rooms. • Keep rooms tidy and stocked up with supplies. • Clean probes after use as per protocols. • Keep the appropriate Sluice Rooms clean and tidy. • Maintain supplies of linen and supplies where applicable

Specific Workflow areas	Specific CT - MRI – US – IR RA Duties • Ensure all inpatients have a recent eGFR results if required • Edit/Appoint and organise all inpatient appointments • Ring wards and ask for patients travel details organise orderlies and Transit Nurses (is applicable). • Activate appointment on arrival. • Attending to the Trauma/stroke pager in CT Specific Reg RA Duties • Login Computers with your own login. • Open INTEL PACS, HEALTH CONNECT SOUTH, CT, MRI, US and PACS ADMIN DASHBOARDS. • Cleaning up MRI and US dashboards • Editing all (MRI, CT, US, CWH US) incoming referrals and then alerting the Registrar for triaging. • Answering diverted phones MRI and US that will be forwarded to 86035. • Answering the 8911 pager and filtering calls for the Registrar and delivering results to teams when needed. • Calling in techs for IR, US (after 2030 during the week and after 1600 on weekends) and MRI (on weekends) and organising patients for them for the time of their arrival..
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.
- Any queries about further training, equipment maintenance and any personal grievances.

Relationships

External	Internal
• Patients and their support people • Vendors/Service providers • Professional bodies • Health providers	• Radiology staff • Orderlies • Canterbury clinicians and other staff • Quality team • Maintenance staff

About you – to succeed in this role

You will have

Essential:

- [General computer skills
- Administration experience
- Customer Service expertise.
- Manage competing priorities

Desired:

- [Experience working with patients or in the health sector
- Customer service skills

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.

Desired:

- [Demonstrate self-awareness of your impact on people and invests in your own chance to grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

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.