

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	Booking Administrator
Reports to	Team Leader (GRRIN Cluster) & Supervisor (GRRIN Cluster)
Location	Waitaha, Canterbury
Department	Primary Gastroenterology and GRRIN Cluster Services as Required

Direct Reports	Nil		Total FTE	1.0
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	
Date	24-07-2026			
Salary band (indicative) ⁱ	PSA National Administration & Clerical Contract Band 5 profile 5			
Children’s Worker role ⁱⁱ	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:

We are seeking an organised, customer-focused Clinical Administrator to join our team. This role is responsible for coordinating patient bookings and supporting the smooth flow of outpatient clinics and elective inpatient admissions in accordance with Health New Zealand Waitaha Canterbury standards and Ministry of Health (MoH) guidelines.

Working closely with the Team Leader, Service Manager, Clinical Director/Triaging Clinician and your colleagues you will play a key role in ensuring patients receive timely access to care while maintaining accurate records, managing waitlists and delivering exceptional customer service.

As part of the Administration and Clerical Pay Equity Claim settlement this role has been mapped to National Band 5/Profile 5

For further information about the administration and clerical pay equity settlement please follow the link below:

[PSA National Health Administration Collective Agreement - FINAL \(tewhatauora.govt.nz\)](https://www.tewhatauora.govt.nz/psa-national-health-administration-collective-agreement-final)

Key Result Area	Expected Outcomes / Performance Indicators
Patient flow is streamlined	Front of house duties: • Patient management system is checked for patient demographics and updated as appropriate. • Provide professional, compassionate and responsive customer service to patients, clinicians and colleagues. • Patient confidentiality and privacy are maintained at all times. • All information required by Te Whatu Ora Health NZ's Management is collected as per agreed protocols and business rules. • Patients who are clearly unwell or infirm are referred immediately to nursing staff.
Standardised booking processes are followed contributing to a high performing booking system	Outpatient Bookings: • Referral letters are managed as per Te Whatu Ora Health NZ's Elective Services Guidelines (Orange Book V2). • All data is entered into the patient management system accurately and in a timely manner. • All urgent referrals are allocated to the earliest possible clinic. • Appointments are made, and appointment letters are sent in advance in accordance with the current policy. • Patient appointments are monitored to keep within Departmental and MOH guidelines. • Clinical opinion is obtained regarding any re-categorisation queries from General Practitioners or other referral sources. • Vacant appointment spaces are filled to ensure an efficient flow of patients through all clinics. • Cancellations are kept to a minimum by liaising with medical staff over conference and other leave commitments. • Patient documents/results are available before the clinic commences. • Post-clinic tasks are followed up and completed including coding and follow up/discharge of non-attenders (DNA) Patient admissions booked: • Patients are notified, by phone or letter, of all pre-admission and admission information. • Patients attend pre-admission clinic and are admitted on the day of surgery, according to surgical protocol. • Interpreter service is arranged as required. • Wards and admitting officer receive advance notice of booked patients.
Effectively communicate with all internal and external clients	• All enquires and requests from Te Whatu Ora Health NZ Waitaha Canterbury staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken. • Effective working relationships are maintained with staff from other departments within Christchurch, Ashburton and Burwood hospitals.

Undertake other duties and projects as reasonably directed by the Team Leader/Supervisor from time to time	• Good public relations and communication skills are practised at all times. • Assistance with the overall service provision as workload determines. • Additional duties are carried out in the best interest of the service and in a competent and efficient manner. • Includes training, working for other departments in times of crisis, project work, ministry and Health New Zealand Directives. • Waitlist validation, • Undertaking additional training that benefits the service and/or the organisation. • Represent the service with specialist knowledge.
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.

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.
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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 and their families - General practitioners - Other public and private health sector health agencies	- Team Leader/administrative team members - Service Manager - Clinicians - Wards and other staff

About you – to succeed in this role

You will have

Essential:

- Excellent customer service skills with a people focused approach.
- Technically savvy – quick at picking up new applications/systems.
- Excellent organisational, time management and problem-solving skills.
- Ability to achieve accuracy and maintain attention to detail.
- Ability to meet deadlines and work unsupervised.
- A team player, works well with others, puts the needs of the patient above their own.
- 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.
- A sense of humour and kindness.

Desired:

- Broad administrative experience in a health-related field
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds.

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. – training other staff is an expectation in this role.

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.