

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	Transcriptionist (90% or more of the role is focused on transcription duties)
Reports to	Karen Craig
Location	Christchurch
Department	Oncology

Date	17/08/2026
Salary band (indicative)ⁱ	3B
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:

Work to carry out Transcription duties to Waitaha Canterbury standards and targets, with guidance from the service leaders/managers and Clinical Director/Triaging Clinician.

Other duties may include tasks associated with booking of appointments to ensure patients receive treatment within CDHB and MoH guidelines.

Key Result Area	Expected Outcomes / Performance Indicators
1. Effectively communicates with all internal and external clients	Transcription duties: Work is undertaken and managed according to 'greatest need, longest wait' • Transcription process from start of dictation through to the distribution of authorised letter is completed in each instance • Dictated letters are completed within set timeframes (usually 3-5 workdays) • Written work is presented and accurate. • All letters and outgoing correspondence are processed and distributed within one workday of sign-off by clinicians

	• All data is entered into the patient management system accurately and in a timely manner. • All enquires and requests from District 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 services and sites across Waitaha Canterbury. • Good public relations and communication skills are always practiced.
2. Undertakes other duties and projects as reasonably directed by the Administration Manager and/or service team leaders/managers from time to time	• Assistance with the overall service/cluster provision as workload determines. • Additional duties are carried out in the best interest of the service/cluster and in a competent and efficient manner.
3. Communicates	• 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 • Contribute to a supportive environment to create a high functioning service.
4. Quality Service	• Provides a quality service by taking an active role in quality activities and identifying areas of improvement • Is familiar with and applies the appropriate organisational and divisional policies and procedures.
5. Health and Safety	Maintains a high quality, safe and secure work environment by following relevant Canterbury DHB and divisional policies, protocols and standards. • All Canterbury DHB 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's 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(s).

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
• [Consumers and family//whanau • Other health providers • Health related groups • Other Districts/Health NZ]	• [Administration Team Leaders • Administrative team members • Service Managers/ Clinical Director(s)/Clinicians • Other Waitaha Canterbury Clinical, Business and Administration Staff]

About you – to succeed in this role

You will have

Essential:

- Excellent customer service skills – people focused

- Excellent keyboard skills (typing speed of 50-70 wpm)
- High level of written and verbal communication skills
- Intermediate user in the Microsoft suite of products e.g., Word, Outlook
- Commitment and ability to achieve accuracy and maintain attention to detail
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to meet deadlines and work unsupervised
- A team player

Desired:

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

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.