

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, clinical
Reports to	Team Leader
Location	Christchurch Health Campus
Department	Christchurch Outpatients

Date	05-08-2026
Salary band (indicative)ⁱ	5B
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:

Key Result Area	Expected Outcomes / Performance Indicators
Customer Service	- A genuine focus on excellent customer service is maintained. Customers include patients, clinicians and other people who access our service. - Patient confidentiality and privacy is always maintained
Patient Management System (SI PICS) and associated clinical system processes are standardised	- Follow the Business Rules as per the National Guidelines - Clinic Utilisation - Waitlist Management - Competent user of all associated software in relation to booking appointments
Communication	- Positive and professional behaviours in all relationships are role modelled - Confidentiality is maintained - Contribute to a supportive environment in order to create a

	high functioning service. • Communication is clear, open, accurate and responsible • Communicates clearly and proactively seeks feedback
Undertake other duties as reasonably directed by the Team Leader	• 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.

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
• Patients and their families • General Practitioners • Other public and private 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 – people focused
- Technically savvy – experience with data systems and quick at picking up new applications/systems
- Ability to achieve high levels of accuracy
- Ability to meet deadlines and work unsupervised
- Team player

Desired:

- [Intermediate to advanced user in Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- High level of written and verbal communication skills
- 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.

Desired:

- Relate to patients and their families in a courteous and helpful manner
- Awareness of people of differing cultural backgrounds.
- Knowledge of medical terminology
- Relate to patients and their families in a courteous and helpful manner
- Perform duties under periods of pressure

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.