

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	Clinical Records Officer
Reports to	Clinical Records Manager
Location	Christchurch
Department	Clinical Records

Date	05/08/2026
Salary band (indicative)ⁱ	\$65,627-\$74,510
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:

To provide high quality reception service and telephone call management service, with excellent computer and clerical skills. To provide patient records and process patient information in an efficient and timely manner. To maintain Data Integrity.

Key Result Area	Expected Outcomes / Performance Indicators
Supply of patient information	- Daily request lists are actioned in timely manner - Requests from within Mental Health Services for records/information from other Regions are actioned promptly 22F Requests received from other Regions for MH Information are actioned promptly - Appropriate electronic only information is included with requests from other regions for hard copy records - Hard copy records are supplied only when the contents provide significantly more information than that which is available electronically.
Maintain Record of all information	Accurate records are kept of all patient information sent to and received from other regions

sent to/from other Regions	List of patient records borrowed from/to other Regions is monitored for overdue returns
Processing Returned Records	- New volumes are created appropriately - All records will be correctly volumised - Volume legends will be updated accurately
Combining unit files into the main record	- Records are combined as soon as possible after receipt. - New information is added to the correct volume - Electronic only information is removed from the record - When records reach maximum size new volumes are created
Creation and Maintenance of Psychology Test and Mental Health Correspondence files	- Files are created and maintained accurately - Completed Psychology Test files are sent to off-site storage - Completed Correspondence files are filed in the appropriate area.
Maintain Computerised Medical Record Tracking System	- Computerised Medical Record Tracking System is accurate and up to date for all records despatched from the department and all records returned. - Assistance is provided to MH unit staff to ensure tracking is updated to correctly reflect the record location
Loose filing	- Loose filing is added to the record promptly. - Information is filed in the correct episode and volume. - Electronic only information is discarded.
Office administration.	- Phone calls are either actioned or referred to correct area - Incoming mail actioned promptly. - Monthly statistics compiled.
Send out forms following verbal requests for information	- Requestor details are recorded in forms sent out spreadsheet. - Appropriate forms are mailed out in a timely manner.
Filing Medical Records.	- Filing cleared daily. - Filing shelves are maintained according to filing standards and are culled annually. - No records misfiled.
Action requests for bar code labels	- Bar code labels for the correct volume are provided in a timely manner - No duplicate record parts are created - Tracking of newly created volumes is updated.
Data Integrity	Provide assistance as required to Data Integrity Roles including: - New NHI registrations - Reconciling/updating Patient demographic data - Updating GP information - Responding to enquiries from MoH NHI Identity team - Investigating potential duplicate registrations
Other duties as required.	- Periodically action Medical Record Tracking Audit Reports - Periodically check MoH Deceased Reports against SAP - Provide assistance as required to release of Information roles

	Any other duties as requested by either Clinical Records Manager or Clinical Records Supervisor are completed within agreed time frames.
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
- Clinical Records staff at other hospitals nationwide - Other departmental staff at other hospitals. - Patients and/or their representatives - Outside agencies e.g. G.P.'s, Psychologists - Ministry of Health NHI Identity Team	- Ward Clerks - Mental Health Community Teams - Medical Secretaries and other departmental staff - DAMHS Office

About you – to succeed in this role

You will have

Essential:

- Successful track record as an administrator in a complex organization.
- Accurate, competent computer skills, including knowledge of Word and Excel.
- Client focused approach.
- Proven ability to work in a team and individually.
- Ability to effectively organise, update and disseminate information.
- Ability to communicate clearly and concisely, both verbal and written.
- Able to prioritise work to achieve objectives.
- Demonstrate a commitment to developing an understanding of the Treaty of Waitangi, Maori and other cultural issues as related to Older Person's Health.
- Demonstrate a professional attitude to self and team care.

Desired:

- Working knowledge of National Health Computer System and other Patient Management Systems
- Working knowledge of terminal digit filing system
- Working knowledge of Health Privacy Code
- Experience in the field of health, including community health services.
- Working knowledge of Medical Terminology

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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Desired:

- [Ability to work and get on in an open and honest manner in a group environment

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.