

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 Manager
Reports to	Health Information Manager
Location	[Christchurch
Department	Clinical Records

Direct Reports	Team Leader Clinical Records, Clinical Records Staff	Total FTE	1
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	30 June 2026		
Salary band (indicative)ⁱ	IEA 18 \$105,256		
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:

The Clinical Records Manager provides operational leadership and oversight of all clinical records functions across the organisation, ensuring high quality, compliant, and efficient management of health information.

This role supports the Health Information Manager by overseeing day to day operations, leading four Team Leaders, ensuring consistent standards across services, and driving improvements in data quality, documentation, and record keeping practices.

The Clinical Records Manager plays a key role in ensuring the integrity, accessibility, security, and accuracy of clinical records across inpatient, outpatient, mental health, and offsite/archival services.

Key Result Area	Expected Outcomes / Performance Indicators
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Operational Leadership	• Provide daily operational oversight of all clinical records functions. • Lead and support Team Leaders to ensure consistent, high quality service delivery. • Ensure workflows, staffing, and processes are efficient and aligned with organisational priorities. • Oversee the management of physical and digital records across all service areas. •
Service Delivery & Performance	• Monitor service performance, turnaround times, and quality indicators. • Ensure timely availability of clinical records for patient care, legal processes, audits, and reporting. • Resolve operational issues and escalate risks to the Department Manager as required. • Ensure compliance with national standards, legislation, and organisational policies. •
Staff Leadership & Development	• Provide coaching, mentoring, and performance management for Team Leaders. • Support workforce planning, recruitment, and onboarding. • Promote a positive, collaborative team culture. • Identify training needs and support capability development across the department. •
Quality, Compliance & Risk Management	• Ensure clinical records processes meet privacy, security, and retention requirements. • Oversee audits, quality checks, and corrective actions. • Support the Data Quality Team Leader in implementing data consistency and documentation standards. • Maintain strong relationships with clinical teams to support accurate and timely documentation. •
Process Improvement & Change Leadership	• Lead continuous improvement initiatives across clinical records services. • Support digital transformation, scanning, and electronic record initiatives. • Work closely with the Department Manager on strategic planning and service redesign. • Lead or contribute to projects that enhance record keeping, data quality, and workflow efficiency. •

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.

Culture and People Leadership

(This section is applicable only to leadership roles – do not amend. Delete for non-leadership roles.)

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

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.

- Financial or high risk issues

Relationships

External	Internal
• Offsite storage providers • Other health agencies as required. • Auditors and regulatory bodies • •	• Manager Clinical Records Mental Health • Team Leaders • Coding Team • Mental Health Services • Clinical staff and service managers • IT / Digital Services • Privacy Officer • Quality & Risk teams • •

About you – to succeed in this role

You will have

Essential:

- Significant experience in clinical records, health information management, or related fields.
- Proven leadership experience in a health or information management environment.
- Experience managing teams and leading change.
- Strong understanding of privacy legislation, health information standards, and record keeping requirements

Desired:

- [Relevant tertiary qualification in Health Information Management, Health Administration, or equivalent experience.
- Eligibility for membership with a recognised health information or records management body (preferred).

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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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.