

# 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.*

|                   |                                                |
|-------------------|------------------------------------------------|
| <b>Title</b>      | Clinical Record Administrative Support Officer |
| <b>Reports to</b> | Clinical Records Manager                       |
| <b>Location</b>   | Christchurch                                   |
| <b>Department</b> | Clinical Record Department                     |

|                                             |            |
|---------------------------------------------|------------|
| <b>Date</b>                                 | 31/08/2026 |
| <b>Salary band (indicative)<sup>i</sup></b> | Band 3     |
| <b>Children's Worker role<sup>ii</sup></b>  | 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:

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| Key Result Area                                          | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Provision of Health Information for Clinical Care</b> | <ul style="list-style-type: none"> <li>Managing all requests for Health Information required for Clinical Care including paper and electronic information</li> <li>Records are tracked and sent to the appropriate location according to the request.</li> <li>Records requiring Coding are identified and sent to the Clinical Coding Unit.</li> </ul>                        |
| <b>Maintenance and Storage of the Clinical Record</b>    | <ul style="list-style-type: none"> <li>New files are generated according to clinical record format;</li> <li>All loose clinical record forms are filed in according to the clinical record layout expectations.</li> <li>Records are tracked and stored in the appropriate location</li> <li>Any damaged or deficient clinical record covers are repaired/replaced;</li> </ul> |

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|                                                                                                                                  | <ul style="list-style-type: none"> <li>• All clinical records are volumised into an acceptable and manageable size</li> </ul>                                                                                                                                                                                                                                                                                                                                                              |
| <b>Scanning of Patient Information</b>                                                                                           | <ul style="list-style-type: none"> <li>• Patient documents are prepared in accordance with guidelines</li> <li>• Digitisation of patient documents is completed within the expected timeframes</li> <li>• The quality of scanned documents meets the agreed standards for digitisation</li> </ul>                                                                                                                                                                                          |
| <b>Communicate effectively both within team and externally</b>                                                                   | <ul style="list-style-type: none"> <li>• Communicates professionally and appropriately with colleagues</li> <li>• Establishes and maintains a good working relationship with all hospital staff;</li> <li>• Appropriate telephone manner is used at all times;</li> <li>• All incoming correspondence is cleared, distributed and managed promptly;</li> </ul>                                                                                                                             |
| <b>Responsible for maintaining own levels of skill and effectiveness in relevant areas.</b>                                      | <ul style="list-style-type: none"> <li>• Attend relevant training programmes following prior approval of the Clinical Records Manager;</li> <li>• Keep abreast of changes in management of the clinical record</li> <li>• Maintain in-depth working knowledge of department procedures and policies.</li> </ul>                                                                                                                                                                            |
| <b>To contribute to effective department management and work effectively within the team</b>                                     | <ul style="list-style-type: none"> <li>• Prioritise own workload, to enable support, assistance and supervision for other staff when necessary;</li> <li>• When required assist in formulating and reviewing processes, procedures and guidelines.</li> <li>• Collaborates with team members and other staff to achieve objectives for the good of the whole</li> <li>• Actively contributes to and accepts decisions</li> <li>• Recognises and respects individual differences</li> </ul> |
| <b>Other duties that may, from time to time, be required to be performed by the Clinical Records Manager, or his/her nominee</b> | <ul style="list-style-type: none"> <li>• Any other duties as requested are completed within the agreed timeframes</li> </ul>                                                                                                                                                                                                                                                                                                                                                               |

| Key Result Area             | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>• Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>• Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>• Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>• Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</li> </ul>                                                                                                                                                       |
| <b>Health &amp; safety</b>  | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |
| <b>Compliance and Risk</b>  | <ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>                                                                                                                                              |

### **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.
- [insert other matters which must be referred]

### **Relationships**

| External                                                                                                                                                                                                                                                                   | Internal                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Consumers and family/whanau</li> <li>• Other Health Providers</li> <li>• Health Related Groups</li> <li>• External Agencies e.g. ACC, Police, Oranga Tamariki</li> <li>• Other Te Whatu Ora Health New Zealand Regions</li> </ul> | <ul style="list-style-type: none"> <li>• Health Information Services Team</li> <li>• Other Internal Clinical, Business and Administrative Staff</li> <li>• People and Capability Team</li> <li>• Information Services</li> </ul> |

### **About you – to succeed in this role**

**You will have**

**Essential:**

- MS Excel skills at intermediate level
- A focus on customer service and quality patient outcomes
- A high level of problem-solving skills

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**Desired:**

- Advanced MS Excel skills
- Competent knowledge of all Waitaha Canterbury's Patient Management Systems
- Excellent written, verbal and interpersonal communication skills
- Ability to work with little or no supervision
- Ability to meet established deadlines
- Good influencing skills
- High level of analytical skills
- Experience in managing Data Integrity issues

**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:**

- [Demonstrate the ability to relate to various groups of people (staff, patients, external providers) in an empathetic and successful manner to achieve goals
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<sup>i</sup> 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.

<sup>ii</sup> 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.