

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
Reports to	Clinical Manager North East Community Team
Location	The Princess Margaret Hospital, Christchurch
Department	Older Persons Health

Date	01/09/2026		
Salary band (indicative)ⁱ	PSA National Health Administration Workers Collective Agreement, Band 4, Steps 1-6		
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 an efficient administration and support service to staff, referrers and clients of the North East Community Services Team,) and other services under the Older Persons Health and Rehabilitation division.

Key Result Area	Expected Outcomes / Performance Indicators
Providing excellent Customer and staff support service	- Handle enquiries effectively and efficiently by being able to identify the needs of both internal and external stakeholders and provide the appropriate assistance. - Use initiative in handling enquiries and hand on appropriately to other team members. - Maintain confidentiality and sharing information in accordance with the Privacy Act.

	• A high standard of courtesy and dignity is shown at all times. • Relay messages in a timely and effective manner with consideration given to priority. • Promote the OPH & R Services in a positive and accurate manner to the general public, consumers and other staff members.
Provision of administrative and secretarial duties	• Referrals received into the Adult Community referral Centre are processed in a timely manner. Any issues are communicated to the Clinicians or Clinical Manager as required. • Shared email accounts are monitored, and workflow appropriately carried out, disseminated or managed. • Maintain accurate patient records e.g., HCS for the service so that information can be readily accessed. • Typing of Minutes of Meeting and Agendas for any team meetings are completed in a timely manner and distributed to membership. • Maintenance of patient management systems/date entry e.g., SI PICs. • Order stationery and ensure timely maintenance of office equipment is carried out. • Undertake agreed tasks to support the clinical team including keeping forms, templates and shared resources up to date. • Distribute mail to staff – receiving and sending and photocopying. •
Maintenance of statistical data bases	• Data entry for referrals, clinician visits and contacts. • Keep patient contact details and consent and disclosure details accurate and up to date. • Data updates achieved as requested from data integrity reports and wait list information.
Other duties as required	• Undertake other duties as requested by the Clinical Manager in a co- operative and supportive manner. • Adhere to the code of conduct and policies relevant to your duties. • Participate in quality initiatives. • Undertake annual appraisal. • Ongoing educational development
Be an effective team member	• Work in partnership with other team members to ensure the best outcome for clients. • Attend team meetings as appropriate. • Have a working knowledge of duties of other staff and support their work within the team. • Assist in the orientation of new staff to the team.

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
• Clients / Families / Whanau / Carers • General Practitioners and other referral sources • Aged Residential Care staff • External agencies and services involved in the care of the client •	• Clinical Manager • Interdisciplinary team members including other community clinical managers. • Support services within the Te Whatu Ora Health NZ Waitaha Canterbury such as Clinical Records, Quality, H & S • Other OPH & R and Te Whatu Ora Health NZ Waitaha Canterbury • employees [insert internal relationships]

About you – to succeed in this role

You will have

Essential:

- Experience as an administrator in a complex organization.
- Accurate, competent computer skills, including data entry, knowledge of Word, Excel and TEAMS.
- Client focused approach.
- Proven ability to work in a team and individually.
- Ability to effectively organise, update and disseminate information.
- Ability to express yourself 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 including self and team care.

Desired:

- Experience in the field of health, including community health services.
- Experience with patient management systems.

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.