

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	Female Pelvic Mesh Service - Administrator
Reports to	Operation/Service Manager
Location	Christchurch
Department	NZ Female Pelvic Mesh Service

Direct Reports	0	Total FTE	0.5 FTE
Budget Size	Opex Nil	Capex	Nil
Delegated Authority	HR Nil	Finance	Nil
Date	September 2026		
Salary band (indicative)ⁱ	Equivalent PSA/MECA		
Children's Worker roleⁱⁱ	Yes		

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:

- Focus on customer service for both the consumer and clinical teams.
- Achieve the right outcomes for the consumer and clinicians through the application of Patient Management System and associated clinical systems. This includes the wide range of considerations when coordinating bookings for inpatients and outpatients, e.g., planning, scheduling, and communicating appointments to patients.
- Being mindful of consumer and clinician needs and constraints to assist person-centric booking.

Key Result Area	Expected Outcomes / Performance Indicators
	• Work in close collaboration with the surgeons, the Service, and Te Whatu Ora staff managing the waiting lists for an FSA and for all clinic appointments.
	• Manage consumer enquiries and requests.

	• Deliver telephone duties, according to service requirements.
	• Provide administration support to the Multi-disciplinary Team (MDT)
	• Work cohesively with team members to highlight opportunities for improvements to the service that will reduce barriers and constraints for women accessing the Service.
	• Ensure all work reflects our responsibilities to the priority of equity and meeting Te Tiriti o Waitangi obligations.
	• Fill in for other administration team members from time to time

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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.
- Behaviours that are inconsistent with the hospital values that could potentially compromise the reputation of hospital and the Service.

- Privacy breaches, including unauthorised or accidental access to someone's personal information and inappropriate disclosure of Te Whatu Ora's information.
- Suspect the defrauding or helping someone else to defraud Te Whatu Ora
- If any criminal charges are laid against you.

Relationships

External	Internal
• Consumers • Consumer whānau • Contracted Health Practitioners • Primary health care providers • Other public and private health sector agencies that support the service]	• [Clinical Nurse Specialists • The Multi-disciplinary Team members (surgeons, clinical nurse specialists, allied and supportive therapies team members, specialist consulting physicians) • Interpreter services • Service/Business Manager

About you – to succeed in this role

You will have

Essential:

- [Qualifications NCEA Level 2 (6th form cert/university entrance) - literacy and numeracy (essential), computing/information management (desirable) or relevant work experience]
- [Previous administration experience (essential) in health setting (desirable)]
- [Experience working in a complex and challenging environment with demonstrated abilities to understand the consumer journey and communicate with empathy and compassion.
- Proven experience at managing sensitive clinical and administrative information and maintaining strict consumer and Service confidentiality.
- Proficiency with Windows-based software including Microsoft Word, Excel, Powerpoint, Outlook
- Effective organisational and time management skills
- Proven ability to work harmoniously within a team and in a truthful and helpful manner.

Desired:

- [Knowledge of medical and surgical terminology and respect for medical systems and processes
- An understanding of the background to surgical mesh harm in New Zealand

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.
- Relate to consumers and their whānau in a warm and caring manner with empathy and understanding.
- Communicate openly with respect and honesty with both internal and external stakeholders, building networks across and outside the hospital to support flow of information and expertise that supports the team's endeavours. Demonstrating self-awareness of your impact on people
- Balance own workload, consistently preparing in a logical and methodical manner, prioritising and managing deadlines and competing priorities and utilise tools to assist in managing and completing tasks under pressure.
- Maintain a high level of accuracy in all tasks undertaken.
- Review clerical and team processes, identify opportunities for improvement. Participate in change management projects across the service and organisation, supporting team members in undertaking new challenges and demonstrating own ability to take personal responsibility to learn and develop.
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Desired:

- [Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role

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.