

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	Administration
Reports to	Team Leader
Location	Christchurch
Department	General Surgery Administration

Date	03/09/2026
Salary band (indicative)ⁱ	5A (PSA National Health Administrators Workers Collective Agreement)
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:

Provide organised and customer-focused Clinical Administration support to ensure fair and equitable patient access to healthcare services within our busy clinical team. This role is responsible for coordinating patient bookings, supporting clinic flow and maintaining accurate administration processes in line with Health New Zealand and Ministry of Health (MoH) guidelines.

Working closely within the General Surgery clinical and administrative team, you will help ensure patients receive timely access to Tertiary level Hospital care while contributing to service targets, quality waitlist management and vital administrative support.

The clinical administrator role requires a flexible and proactive mindset, excellent organisational skills, strong attention to detail and a passion for providing outstanding customer service in a busy healthcare environment.

Key Result Area	Expected Outcomes / Performance Indicators
Booking- Outpatient & Inpatient	Schedule and manage bookings in accordance with Health NZ and MOH guidelines

Clinic Management	Coordinate smooth patient flow and optimal utilisation, with timely outcome documentation.
Professional communication	Professional interpersonal and patient communication skills that adhere to organisational requirements and standards
Document Handling	Maintaining accurate and audit-ready electronic data records in assigned online systems and tools while adhering to patient confidentiality and privacy requirements.
Waitlist Management	Maintain and monitor patient waitlists as detailed in National Waiting list guidelines and from Planned Care directives.
Issue Management	Identify and escalate issues impacting patient flow or service delivery appropriately.
Team/Self	- Works collaboratively within/across all teams. - Empathetic and respectful Customer Service. - Ability to handle high pressure tasks and tight deadlines. - Smooth knowledge update in data management systems. - Cover for others. Include Reception / front of house. - Task focus- Tenacity to 'stay the distance'

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
• None of note •	• Within team/collegial • Direct Line Manager / Team Lead • Clinical partnerships with SMOs, and other essential clinical staff. • Other services within the Hospital Campus.

About you – to succeed in this role

You will have

Essential:

- Minimum 2+ years customer service experience – Preferably in a healthcare setting, or similar.
- Intermediate to advanced Microsoft Office skills including Outlook, Teams, Word/Excel
- Able to work independently and apply expert-level problem solving skills.
- Strong verbal and written communication skills.
- Competent in online data systems and proven skills in learning new systems, ways of working.

Desired:

- Previous administrative familiarity with reading/using medical terminology.
- Advanced keyboard skills including knowledge of shortcuts.
- Familiarity with working in sensitive data forums.
- Experience working with diverse cultural communities/people.

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.