

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	Ward Clerk, Neonatal Service
Reports to	Neonatal Nurse Manager
Location	Christchurch Women's Hospital
Department	Neonatal Service

Date	08-09-2026
Salary band (indicative)ⁱ	PSA Clerical S3 step 2-5
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:

To provide general office and reception administrative support to the Neonatal Service

Key Result Area	Expected Outcomes / Performance Indicators
To carry out reception and telephone duties.	- Providing reception and telephone support for the Neonatal Service. - Welcoming and appropriately directing parents, whānau and visitors to the NICU. - Responding promptly and professionally to telephone calls and accurately recording messages.

	Maintaining confidentiality and ensuring patient privacy requirements are always upheld.
To maintain general office duties.	Providing general office support including stationery management, photocopying, incoming mail and maintenance requests.
The maintenance of accurate clinical notes and electronic records	- Maintaining accurate and up-to-date patient information, clinical documentation and electronic records. - Preparing and maintaining patient files, filing laboratory and radiology reports, monitoring file movement and ensuring documentation is available when required. - Updating patient management systems, including admissions, discharges, transfers and other relevant patient information. - Supporting outpatient and follow-up appointments and communicating arrangements to parents. - Maintaining accurate neonatal activity, referral and statistical information
Maintain Nursing Roster information on Microster/supporting ACNM with staffing contacts.	Supporting the Associate Clinical Nurse Manager with staffing requirements, including contacting staff when additional cover is required and maintaining accurate roster information in Microster.
Assist neonatal parents when required	- Supporting parents and rooming-in families with practical administrative requirements. - Assisting with ensuring breast milk labels are available and daily meal menus are completed and submitted to Food Services.

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
• [	Associate Clinical Nurse Manager, Neonatal Service
Ward Clerks in other areas	Nurse Education team , Neonatal Service
Other wards of the organisation	Neonatal nursing staff
Supply Department	Neonatal Discharge and Outreach and Team
Human Resources	Medical staff and NP Neonatal Service
St John Ambulance	Neonatal administrators
Communication technology group	Allied Health team members
Payroll	Clinical records
Maintenance department	Outpatient clinics- Antenatal and Paediatric
Laboratories	Ward clerk team members
Orderly service	

About you – to succeed in this role

You will have

Essential:

- Previous administration experience, ideally within a healthcare environment.
- Strong communication and interpersonal skills.
- Excellent telephone and reception skills.
- The ability to communicate sensitively and professionally with parents, whānau, visitors and clinical staff.
- Knowledge and experience of medical filing and data collection processes.
- Basic to intermediate computer skills, including familiarity with Microsoft Word and Excel.
- The ability to operate common office equipment such as telephones, fax and photocopier systems.
- Strong organisational skills and excellent attention to detail.

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.