

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 – Front of House / Acute Assessment Unit
Reports to	Administration Team Leader
Location	Ashburton
Department	Administrative Services
Date	27-09-2026
Salary band (indicative) ⁱ	Admin National Role Profile 3C
Children's Worker role ⁱⁱ	

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 efficient, accurate and patient-centred administrative support across Front of House and the Acute Assessment Unit (AAU), enabling timely patient access, effective patient flow and safe delivery of acute assessment services. The role supports the coordination of administrative information and processes across the AAU, wider hospital and relevant external services, maintaining accuracy, confidentiality and continuity of information while enabling clinical staff to focus on patient care.

Key Result Area	Expected Outcomes / Performance Indicators
Patient access and flow	• Supports timely, safe and efficient patient flow between Front of House, AAU and the wider hospital. • Prioritises competing administrative demands appropriately and responds promptly to patients, whānau, visitors and clinical requests. • Patient registration, admissions, discharges and referrals are completed accurately and within required timeframes. • Patients who appear acutely unwell or infirm are promptly referred to the appropriate clinical staff.
Accurate patient administration and information	• Patient demographic, NHI, ACC, referral, location, status and discharge information is accurate, complete and maintained in the relevant patient management systems. • Patient records, labels and other required information are available to the appropriate clinical teams in a timely manner. • Information is handled in accordance with privacy, confidentiality, information management and Health New Zealand requirements. • Downtime and contingency processes are followed when systems or services are unavailable.
Information management and communication	• Uses available patient and operational information to support timely decision-making, patient flow and team situational awareness. • Communicates clearly, courteously and efficiently with patients, whānau, staff, clinicians, general practitioners, external agencies and members of the public. • Relevant requests, notices, updates and actions are communicated or progressed promptly and accurately. • Effective working relationships are maintained across Ashburton, Christchurch and Burwood services where required.
Service quality and continuous improvement	• Provides a consistent, responsive and high-quality administrative service that supports patient and whānau experience. • Participates constructively in quality activities, audits and improvement initiatives and identifies opportunities to improve processes. • Organisational and service policies, procedures, protocols and agreed business rules are understood and applied. • Work is completed reliably, accurately and efficiently, including additional duties reasonably required to support service delivery.
Te Tiriti o Waitangi and inclusive service	• Demonstrates a respectful, inclusive and culturally responsive approach to patients, whānau and colleagues. • Supports equitable access to services and contributes to positive outcomes for Māori and other communities. • Builds respectful relationships and adapts communication to meet the needs of people from diverse cultural and social backgrounds.

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	Follows all relevant Health and Safety requirements and takes reasonable steps to identify, report and mitigate hazards and risks. Maintains a safe and secure environment for patients, whānau, visitors, colleagues and others. Contributes to a culture of wellbeing, safety and continuous improvement.
Compliance and Risk	Reports and supports the management of risks, incidents and compliance concerns relevant to the role. Complies with relevant statutory, safety, privacy, regulatory and Health New Zealand requirements. Works within the operational and financial delegations applicable to the role and seeks advice when matters are outside those delegations.

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.
- Patient safety concerns, privacy or confidentiality breaches, significant errors or incidents, and unresolved issues that may affect patient flow or service continuity.
- Significant system outages or failures affecting patient administration, information integrity or safe service delivery.
- Matters outside the role's delegated authority or where direction is required to manage operational, clinical or compliance risk.

Relationships

External	Internal
• Patients, whānau and members of the public • General practitioners and community health providers	• AAU clinical and administrative teams • Front of House / main reception and wider hospital administration

• Ambulance / St John and other referring or supporting agencies • ACC and other relevant external agencies	• Wider hospital clinical and operational teams, including wards and supporting services • Administration Team Leader and administrative colleagues across Ashburton, Christchurch and Burwood • Health New Zealand information, patient administration and support services
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About you – to succeed in this role

You will have

Essential:

- Relevant administrative or customer service experience.
- Experience working effectively under pressure and managing competing priorities.
- Experience using computer-based administrative systems and Microsoft Office applications.
- Strong organisational, time management, problem-solving and attention-to-detail skills.
- Knowledge of medical terminology or willingness and ability to develop this knowledge.
- High standard of written and verbal communication and a commitment to confidentiality.
- Demonstrated teamwork, self-management, accountability and a growth mindset.

Desired:

- Health administration experience.
- Familiarity with a public hospital environment and patient management systems.
- Experience working across a 24/7 or rotating roster.
- Awareness of and responsiveness to people from diverse cultural backgrounds.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement and personal accountability.
- Build trusted relationships and work collaboratively to achieve shared goals.
- Communicate clearly and adapt approach to different audiences and situations.
- Demonstrate curiosity, adaptability and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, confidentiality and ethical behaviour.
- Contribute to a positive, inclusive and safe working environment.

- Work calmly and effectively during periods of pressure and changing priorities.
- Take responsibility for own development and support colleagues through knowledge sharing where appropriate.

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.