

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
Reports to	ACNM, Nurse Manager
Location	Christchurch
Department	Intensive Care

Direct Reports	None		Total FTE	0.7
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	19/10/2026-18/10/2027			
Salary band (indicative) ⁱ	Administration & Clerical Band 3 Steps 1-2			
Children’s Worker role ⁱⁱ	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 administrative, reception and general clerical services to support and assist the staff in meeting the goals and objectives of the department.

Key Result Area	Expected Outcomes / Performance Indicators
Responsible for general office and reception duties and assisting the Nurse Manager and Associate Clinical Nurse Manager with administrative tasks as required.	Reception - Patients and visitors to the Department are greeted warmly and directed to the appropriate area. Visitors for patients who have transferred are redirected appropriately. - Computer checked for patient's location for general enquiries from visitors, doctors, physiotherapists, laboratory staff, etc. - All patients are received, and all relevant documentation completed including ordering of x-rays and Notes.

	Telephones • Telephone enquiries dealt with in a pleasant and customer focused manner. • Accurate telephone messages taken and enquiries regarding patients are promptly passed to the appropriate staff member. • Miscellaneous messages are phoned through to relatives, as required. Mail • Incoming mail is sorted and promptly delivered to patients, staff or redirected as necessary. • Urgent mail is brought to the immediate attention of the addressee. • All outgoing mail is promptly delivered to the appropriate collection point. Photocopying • Photocopying of forms, letters, etc. is kept up to date and photocopying for other staff completed and distributed efficiently. Other • Parcels, cards and gifts are received, signed for and promptly delivered. • Accommodation is arranged, in collaboration with social worker for patients/relatives from out of town, as required.
Responsible for entering the Nursing rosters into Payroll system (Microster)	• All rosters will be inputted in a timely manner • Daily shift rosters for the following 24 to 72 hours will be created and placed into the Nursing roster
Responsible for ensuring that information regarding patients, consultants, etc. is maintained/updated on a daily basis.	• Ward bulletin checked each morning and any alterations noted on same. • Admissions/discharges for the previous 24 hours recorded, daily and monthly ward statistics collected and recorded as directed by departmental clinical staff. • Any discharges or admissions not on the computer to be added.
Responsible for completing and compiling patient charts, ensuring they are available for use by clinical staff.	• On patient's admission to the department, make up temporary chart if old notes unavailable. • Order old patient notes from Clinical Records as required. • All in-patient charts checked daily ensuring there are adequate clinical note paper and sticky labels. Ensure all forms are labelled correctly. • Discharge charts collated daily for delivery to the appropriate ward/other inpatient area and surplus forms removed. • Discharge documentation sent to the relevant general practitioner.

	Any papers relating to ACC/Sickness Benefit and insurance documents are placed in the relevant file.
Responsible for ensuring that all administrative duties relating to patient admissions and discharges are carried out on a daily basis.	- Utilise the patient management system (SIPICS) to admit and transfer all admissions. - Admission and discharge book is maintained and up to date. - Administrative arrangements are made for all arranged admissions, as required. - Take calls from other Medical/Surgical departments to ensure bed availability and advise nurse of impending admission. - Complete patient details on computer. - Ensure patients on discharge take with them relevant documentation. Give prescription to patient. - Arrange appointments for relatives with appropriate clinical staff when requested.
Responsible for liaising with other departments as necessary.	- Ensure the telephone office is notified of deaths and SIPICS is updated regarding other changes. - Liaise with the Food Supervisor regarding meals required.
Responsible for ordering stationery for the department as required by the imprest system and requisitioning other miscellaneous items, as necessary, having due regard at all times for the approved department stationery budget.	Adequate and appropriate stocks are maintained for ward needs.
Responsible for making arrangements for site maintenance and repairs as necessary.	- Minor repairs requisitioned via Maintenance Office as required. - Equipment for repair or replacement delivered to Clinical Engineering. - Nurses Station cupboards, computer terminal and chart trolley maintained in a clean and tidy manner.
Undertake other duties as reasonably directed by the Nurse Manager from time to time.	All duties required to be performed in the best interests of the Health New Zealand - Waitaha are done so in a competent and efficient manner.

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.
- [insert other matters which must be referred]

Relationships

External	Internal
• Patients and their families/carers. • St John Ambulance • Volunteer Organisations • CC • General Practitioners	• Nursing Manager; Nursing, Medical, Allied Health and other staff of the ward. • Acute and arranged admitting office. • Clinical records department. • Staff of other services/departments of Christchurch Hospital and other health campuses.

About you – to succeed in this role

You will have

Essential:

- Have a sound clerical background preferably in a hospital setting.
- Have good organisational skills and be able to prioritise.
- Have a good general computer knowledge.
- Be of good general health and physical ability to perform the duties of the position.
- Have good communication skills and be able to work as part of a team.
- Have an ability to maintain confidentiality.
- Be able to perform under pressure.

Desired:

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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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Desired:

- [Demonstrate ...]

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.