

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	Charge Nurse Manager
Location	Waitaha Canterbury, Burwood Hospital
Department	Older Persons mental Health
Date	September 2026
Salary band (indicative)ⁱ	PSA National Health Administration Workers Collective Agreement- Band 3 Steps 1-5
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:

To support the ward interdisciplinary team by providing high-quality clerical, reception and administrative support that contributes to the efficient operation of the ward and the delivery of safe, effective and patient-centred care.

The Ward Clerk is responsible for coordinating ward administration, maintaining accurate patient records, supporting admission and discharge processes, facilitating effective communication between patients, whānau and the multidisciplinary team, and ensuring administrative systems are maintained to a high standard.

Key Result Area	Expected Outcomes / Performance Indicators
Clerical and Administrative Support	- Provides comprehensive clerical and administrative support to the ward. - Maintains patient records accurately and ensures documentation is current and complete. - Processes incoming and outgoing correspondence promptly and appropriately. - Arranges appointments and manages administrative requests within agreed timeframes. - Maintains ward documentation standards.

Reception and Communication	• Acts as the first point of contact for patients, whānau and visitors. • Responds to telephone and face-to-face enquiries professionally and courteously. • Maintains effective communication across the multidisciplinary team. • Demonstrates excellent written and verbal communication. • Provides a welcoming and customer-focused service. • Communicates appropriately and sensitively with people experiencing mental illness, cognitive impairment, distress or behavioural disturbance.
Patient Administration	• Accurately processes patient admissions, transfers, discharges and deaths. • Ensures patient information is entered into clinical systems in accordance with Health NZ standards. • Maintains confidentiality and security of patient information. • Ensures documentation complies with organisational requirements.
Information Systems	• Maintains accurate patient and staffing information within electronic systems. • Completes routine data entry and administrative reports accurately and within required timeframes. • Supports the team in the effective use of administrative systems. • Reports and follows up computer or system faults as required.
Quality Improvement	• Participates in quality improvement initiatives within the ward. • Identifies opportunities to improve administrative processes. • Reports incidents, hazards and potential risks promptly. • Demonstrates commitment to ongoing learning and professional development. • Actively seeks and responds to feedback to improve performance.
General Responsibilities	• Undertakes additional duties consistent with the role as requested by the Charge Nurse Manager. • Contributes positively to the ward team and organisational objectives. • Demonstrates flexibility in meeting changing service needs.
Mental Health Act Administration	• Provides clerical and administrative support for patients subject to the Mental Health (Compulsory Assessment and Treatment) Act 1992 • Maintains accurate filing, tracking and distribution of Mental Health Act documentation and supports administrative processes associated with legal status, leave, transfers and hearings. • Liaises with the clinical team, Mental Health Act administration and other relevant services regarding documentation requirements. • Identifies missing, incomplete or overdue documentation and promptly escalates this to appropriate clinical staff.

	Maintains confidentiality and security of Mental Health Act records and works within the administrative boundaries of the Ward Clerk role.
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
- General Practitioners - General Public - Private Rest Homes and Hospitals - Community Health Service Providers	- Charge Nurse Manager - Ward Interdisciplinary Team - Support Staff - Burwood Hospital Services - Health NZ Clinical and Non-clinical Teams

About you – to succeed in this role

You will have

Essential:

- Ward processing and patient administration experience.
- Word processing, reception and office administration experience.
- Strong computer literacy.
- Excellent written and verbal communication skills.
- Ability to prioritise competing demands and manage multiple tasks.
- Well-developed organisational and time management skills.
- Ability to work effectively within a multidisciplinary team.

Desired:

- Previous experience within the health sector.
- Knowledge of Health NZ patient administration systems.
- Experience using electronic patient management systems.

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.

Desired:

- Demonstrated experience working in culturally responsive environments
- Previous experience within mental health and/or older persons health services.

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.