

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, Clinical
Reports to	Administration Team Leader
Location	Canterbury
Department	Nephrology
Date	July 2026
Salary band (indicative)ⁱ	To be confirmed by People & Culture (Administration/Clerical banding)
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 carry out booking administration duties and transcription duties to Waitaha Canterbury standards (and Ministry of Health targets) for booking practices, with guidance from the Team Leader, Service Manager and Clinical Director/Triaging Clinician. This includes managing the arrival and departure of patients attending outpatient clinic appointments, and booking elective outpatient/inpatient admissions, to ensure patients receive treatment within Waitaha Canterbury and Ministry of Health guidelines.

Key Result Area	Expected Outcomes / Performance Indicators
Customer Service & Booking Administration	- A genuine focus on excellent customer service is maintained for patients, clinicians and other customers, with patient confidentiality and privacy always protected. - Front of house duties are undertaken with excellent customer service; the Patient Management System is checked and updated for accurate patient demographics. - Patients are booked by priority in line with Waitaha Canterbury and Ministry of Health guidelines, managing 'greatest need, longest wait'.

	Clinic bookings, inpatient bookings, cancellations and wait lists are managed accurately, in line with business rules and the six-week booking horizon.
Transcription Duties	- Dictated letters are completed accurately and within set timeframes (usually 3-5 days). - All letters and outgoing correspondence are processed and distributed within 24 hours of sign-off by clinicians. - Written work is presented to a consistently high standard of accuracy.
Communication and Team Support	- Communication with patients, clinicians and colleagues is clear, open, accurate and professional, and confidentiality is maintained. - Minutes and correspondence are read and actioned appropriately, and feedback is proactively sought. - General office coordination duties (e.g. mail distribution and scanning, stationery, seminar/meeting room bookings including CME) are carried out as required. - Training and support needs are requested through the Team Leader, and support is provided to others as requested.
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.
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.
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.
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Matters which must be referred to your manager

- Any re-categorisation queries or clinical concerns raised by a referrer
- Unsafe work situations that cannot be made safe, and any hazards, accidents or incidents
- Concerns regarding patient prioritisation, wait list management, or unauthorised use of Nephrology clinic rooms

Relationships

External	Internal
• Patients and their families • General practitioners • Other public and private health sector agencies • Regional Nephrology services (e.g. Ashburton, Greymouth, Timaru) • Pharmacy team •	• Team Leader/administrative team members • Service Manager • Clinicians • Wards and other staff • Registrars/SMOs • CME Team •

About you – to succeed in this role

You will have

Essential:

- No formal qualification required; secondary school education (e.g. NCEA Level 2) or equivalent experience desirable
- Not applicable
- Administrative/clerical experience, including experience with data systems and quick uptake of new applications
- Well presented and professional; able to relate to patients and families in a courteous and helpful manner; ability to maintain confidentiality and perform under pressure

Desired:

- Broad administrative experience in a health-related field
- Knowledge of medical terminology
- Familiarity with the public hospital system, including patient management systems
- Awareness of people of differing cultural backgrounds

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:

- Demonstrate cultural competency and awareness of Te Tiriti o Waitangi principles when engaging with patients and their whānau.

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.