Health New Zealand
Te Whatu Ora

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 – with Transcription
Reports to	Team Leader /Supervisor
Location	Christchurch Campus
Department	Gastroenterology, Respiratory, Infection Management Service

Direct Reports	Nil		**Total FTE**	1.0
Budget Size	**Opex**	Nil	**Capex**	NIL
Delegated Authority	**HR**	Nil	**Finance**	NIL
Date	12th November 2026			
Salary band (indicative)[i]	Band 4A of the PSA Administration Collective Contract steps 1-3			
Children's Worker role[ii]	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:

The Administrator plays a vital role in supporting patient access to healthcare services by doing transcription, coordinating bookings in accordance with Health New Zealand and Ministry of Health (MoH) guidelines. This role contributes directly to the achievement of health targets and operates under the guidance of the Team Leader, Service Manager, and Clinical Director or Triaging Clinician.

Responsibilities include:

- Transcription
- Schedule and manage patient bookings for outpatient and inpatient services, including planned care procedures, in accordance with Health New Zealand and Ministry of Health (MoH) standards and guidelines.
- Support the smooth flow of outpatient clinics by managing patient arrivals and departures.

- Collaborate with clinical and administrative teams to ensure patients receive timely access to care and that booking processes align with service delivery goals.
- Maintain accurate records and data entry to support reporting and compliance with health targets.

Key Result Area	Expected Outcomes / Performance Indicators
Transcription Duties	• Dictated letters are completed within set timeframes (usually 3-5 days) • Written work is presented and accurate. • All letters and outgoing correspondence is processed and distributed within 24 hours of sign-off by clinicians
Customer Services	• A genuine focus on excellent customer service skills is maintained. • All interactions in the workplace — whether with patients, clinicians, or colleagues — are conducted with respect, empathy, and professionalism. • Patient confidentiality and privacy is always maintained. **Front of house duties:** • Front of house duties undertaken with excellent customer service skills. • Patient management system is checked for patient demographics and updated as appropriate. • Patients who are clearly unwell or infirm are referred immediately to nursing staff.
Patient Management System (SI PICS) and associated clinical system processes are standardised	• Health New Zealand / Ministry of Health booking guidelines and standards are adhered to: • All electronic data input is timely, accurate, complete and auditable. • Clear, concise and timely booking information is communicated with the patients. • Clinical direction is sought as required and in particular regarding any re-categorisation queries from the referrer. • Bookings take into consideration the pre-booking requirements, including the timing of diagnostic tests etc. <u>Clinic Utilisation:</u> • Clinic bookings are made as per the clinic template. • A high level of clinic utilisation is maintained. • Cancellations are kept to a minimum by working within the six-week booking horizon. • Clinic preparation and outcome is undertaken as required by the clinical team and business rules.
Communication	• Positive and professional behaviours in all relationships are role modelled. • Communication is clear, open, accurate, appropriate and responsible. • It is expected that you will be professional in all interactions. • Confidentiality is maintained. • Communicates clearly and proactively seeks feedback.

	• Minutes that are recorded and circulated are read and actioned appropriately. • Contribute to a supportive environment in order to create a high functioning service.
Undertake other duties as reasonably directed by the Team Leader	• Assistance with the overall service provision as workload determines. • Additional duties are carried out in the best interest of the service and in a competent and efficient manner. • You may be asked to work for other services other than the one you are based in, as you will be working for the wider system, and will be expected to use your skills to assist where needed. • You will teach new colleagues how to perform the work.
Training and support	• Requests for training and support are made through the team leader and are specific. • Support and training is provided for others as requested by the team leader.
Quality	• A quality service is provided by taking an active role in quality activities and identifying areas of improvement. • Be familiar with and apply the appropriate organisational and divisional policies and procedures.
Health and Safety	• A safe and secure work environment is maintained by following relevant Canterbury DHB and divisional policies, protocols, and standards. • Canterbury staff wellbeing policies and procedures are adhered to. • A leadership role is taken in applying these policies and procedures within the administrative Cluster/Service. • Regular audits are undertaken to monitor hazard controls and to identify and deal with new hazards.

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
• Team Leader/Supervisor of the admin cluster • Administrative team members. • Service Manager. • Clinicians. • Wards and other departments.	• Patients and their families • General Practitioners • Other public and private health sector health agencies.] •

About you – to succeed in this role

You will have

Essential:

- Excellent keyboard skills (50 – 70 wpm)
- Excellent customer service skills – people focused.
- Technically savvy – experience with data systems and quick at picking up new applications/systems.
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy.
- Maintain attention to detail.
- Ability to meet deadlines and work unsupervised.
- Ability to manage and coordinate a range of different inputs to achieve the agreed outputs.
- A team player Intermediate to advanced user in the Microsoft suite of products e.g., Word, Outlook, Excel
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

Desired:

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

Most challenging duties typically undertaken.

- Delivering a quality customer service – balancing the needs of both patients and clinical teams requires a strong focus on communication, empathy, and responsiveness, especially when managing competing priorities or time-sensitive requests.
- Coordinating complex bookings - achieving the right outcomes for patients and clinicians involves the effective use of the Patient Management System and associated clinical systems. This includes planning, scheduling, and communicating appointments while considering clinical urgency, patient availability, and service capacity.
- Supporting patient-centric booking - navigating the diverse needs and constraints of patients and clinicians to ensure bookings are timely, appropriate, and aligned with care pathways. This often involves problem-solving and negotiation to find workable solutions.
- Managing workload and priorities - balancing daily and weekly booking demands in a dynamic environment, while maintaining accuracy and meeting service delivery timeframes, requires strong organisational skills and adaptability.

[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.