

# 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.*

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| <b>Title</b>                    | Planned Care Administrator |
| <b>Reports to</b>               | District Planned Care Lead |
| <b>Location</b>                 | Christchurch Campus        |
| <b>Department</b>               | TBC                        |
| <b>Date</b>                     | October 2026               |
| <b>Salary band (indicative)</b> | Band/Profile 4A            |
| <b>Children's Worker role</b>   | 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 key purpose of this Administrator role is to provide accurate, timely, and patient-focused administrative support that enables effective delivery of planned care services.

The Administrator plays a vital role in supporting equitable and timely patient access to healthcare by coordinating patient bookings and associated administrative processes in accordance with Waitaha Canterbury standards, Health New Zealand requirements, and Ministry of Health guidelines and targets.

Working under the direction of the Team Leader and Service Manager, and in collaboration with the Clinical Director, triaging clinicians, and wider clinical teams, the Administrator ensures patients are progressed appropriately through planned care pathways and that administrative processes support the achievement of agreed service and health targets.

Key areas of focus include:

- Coordinating patient bookings accurately and within required timeframes.
- Supporting effective management of planned care waiting lists and patient pathways.

- Ensuring administrative processes comply with relevant Health New Zealand, Ministry of Health, and Waitaha Canterbury requirements.
- Maintaining accurate and timely patient information and documentation.
- Identifying and escalating booking, waiting-list, or pathway issues that may affect patient access or service performance.
- Working collaboratively with clinical and operational teams to support efficient use of available capacity.
- Contributing directly to the delivery of planned care performance expectations and national health targets.
- Providing a professional, respectful, and patient-centred administrative service.

| Key Result Area                                                                                      | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Customer Service</b>                                                                              | <ul style="list-style-type: none"> <li>• A genuine focus on excellent customer service skills is maintained. Customers include patients, clinicians and others who access our services</li> <li>• Patient confidentiality and privacy is always maintained .</li> </ul> <p><b>Front of house duties:</b></p> <ul style="list-style-type: none"> <li>• Front of house duties undertaken with excellent customer service skills.</li> <li>• Patient management system is checked for patient demographics and updated as appropriate.</li> <li>• Patients who are clearly unwell or infirm are referred immediately to nursing staff.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Patient Management System (SI PICS) and associated clinical system processes are standardised</b> | <p>Business Rules in accordance with the Health New Zealand Te Whatu Ora Te Waipounamu Wait List Management Standard Operating Procedure Guideline.</p> <ul style="list-style-type: none"> <li>• Patients are booked by priority, managing 'greatest need, longest wait' and meeting Planned Care (MoH) requirements</li> <li>• All data entry is accurate and timely.</li> <li>• Clear, concise and timely booking information is communicated with the patients.</li> <li>• Clinical direction is sought as required and in particular regarding any re-categorisation queries from the referrer</li> <li>• Bookings take into consideration the pre-booking requirements, including the timing of diagnostic tests etc.</li> </ul> <p><b>Clinic Utilisation:</b></p> <ul style="list-style-type: none"> <li>• Clinic bookings are made as per the clinic template</li> <li>• A high level of clinic utilisation is maintained</li> <li>• Cancellations are kept to a minimum by working within the six-week booking horizon</li> <li>• Clinic preparation and outcome is undertaken as required by the clinical team and business rules associated with National Patient Flow.</li> </ul> |

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|                                                                         | <p><b>Inpatient bookings:</b></p> <ul style="list-style-type: none"> <li>Utilisation of surgical lists are managed as agreed with the surgeon and service manager</li> <li>Cancellations are managed by standardised process</li> </ul> <p><b>Wait List Management:</b></p> <ul style="list-style-type: none"> <li>Surgical wait list and SI PICS wait lists are synonymous</li> <li>Wait lists are filtered as agreed with service requirements and aligned with 'greatest need/longest wait'</li> <li>Waitlists are continually validated to ensure accuracy.</li> <li>If in doubt, check with clinical and service management.</li> <li>Maintenance of data error reports.</li> </ul> |
| <b>Communication</b>                                                    | <ul style="list-style-type: none"> <li>Positive and professional behaviours in all relationships are role modelled</li> <li>Communication is clear, open, accurate and responsible</li> <li>Confidentiality is maintained</li> <li>Communicates clearly and proactively seeks feedback</li> <li>Minutes that are recorded and circulated are read and actioned appropriately</li> <li>Contribute to a supportive environment in order to create a high functioning service</li> </ul>                                                                                                                                                                                                    |
| <b>Undertake other duties as reasonably directed by the Team Leader</b> | <ul style="list-style-type: none"> <li>Assistance with the overall service provision as workload determines.</li> <li>Additional duties are carried out in the best interest of the service and in a competent and efficient manner.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Training and Support</b>                                             | <ul style="list-style-type: none"> <li>Requests for training and support are made through the team leader and are specific</li> <li>Support and training is provided for others as requested by the team leader.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Quality</b>                                                          | <ul style="list-style-type: none"> <li>A quality service is provided by taking an active role in quality activities and identifying areas of improvement</li> <li>Be familiar with and apply the appropriate organisational and divisional policies and procedures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                           |

| Key Result Area            | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                            |
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| <b>Access and Outcomes</b> | <ul style="list-style-type: none"> <li>Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>Contributes to inclusive, responsive, and effective service delivery.</li> </ul> |

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| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>• Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</li> </ul>                                                                                                                                                       |
| <b>Health &amp; safety</b>  | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |
| <b>Compliance and Risk</b>  | <ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>                                                                                                                                              |

#### **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**

| <b>External</b>                                                                                                                                                                    | <b>Internal</b>                                                                                                                                                                                                     |
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| <ul style="list-style-type: none"> <li>• Patients and their families</li> <li>• General practitioners</li> <li>• Other public and private health sector health agencies</li> </ul> | <ul style="list-style-type: none"> <li>• Team Leader/administrative team members</li> <li>• Service Manager</li> <li>• Clinicians</li> <li>• Clinical Nurse Specialists</li> <li>• Wards and other staff</li> </ul> |

#### **About you – to succeed in this role**

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>You will have</b> | <b>Essential:</b> <ul style="list-style-type: none"> <li>• Excellent customer service skills – people focused.</li> <li>• Technically savvy – experience with data systems and quick at picking up new applications/systems.</li> <li>• Excellent organisational, time management and problem-solving skills</li> <li>• Ability to achieve high levels of accuracy.</li> <li>• Maintain attention to detail.</li> <li>• Ability to meet deadlines and work unsupervised.</li> </ul> |
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|                            | <ul style="list-style-type: none"> <li>• Ability to manage and coordinate a range of different inputs to achieve the agreed outputs.</li> <li>• A team player</li> <li>• Intermediate to advanced user in the Microsoft suite of products e.g., Word, Outlook, Excel</li> <li>• Excellent keyboard skills (50 – 70 wpm)</li> <li>• High level of written and verbal communication skills</li> <li>• Demonstrated perceptiveness and a proactive approach in an administrator role.  </li> </ul> <p><b>Desired:</b></p> <ul style="list-style-type: none"> <li>• Broad administrative experience in a health-related field</li> <li>• Awareness of people of differing cultural backgrounds.</li> <li>• Knowledge of medical terminology</li> <li>• Familiarity with the public hospital system (including the patient management system).  </li> </ul>                                                                                 |
| <b>You will be able to</b> | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Deliver results through effective planning, sound judgement, and personal accountability.</li> <li>• Build trusted relationships and works collaboratively to achieve shared goals.</li> <li>• Communicate clearly and adapts their approach to different audiences and situations.</li> <li>• Demonstrate curiosity, adaptability, and a commitment to continuous improvement.</li> <li>• Maintain high standards of professionalism, integrity, and ethical behaviour.</li> <li>• Contribute to a positive, inclusive, and safe working environment.</li> <li>• Take responsibility for their own development and supports the development of others where appropriate.  </li> </ul> <p><b>Desired:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated knowledge of Te Tiriti o Waitangi in action in the context of a healthcare setting.  </li> </ul> |

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.