

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	Admissions Officer, Admitting Unit
Reports to	Perioperative Nurse Manager
Location	Christchurch
Department	Perioperative Service, Burwood Hospital
Date	16-10-2026
Salary band (indicative)ⁱ	PSA National Administration and Clerical Pay Structure Band 3
Children's Worker roleⁱⁱ	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:

Provide administrative and general clerical services to support and assist staff and patients within the Operating Suite, Burwood Hospital.

This will aid in providing continued, efficient, provision of quality services, for the patients of Te Whatu Ora Health NZ Waitaha Canterbury.

Key Result Area	Expected Outcomes / Performance Indicators
Responsible for general office and reception duties and assisting the Nurse Manager with administrative tasks as required.	-Patients to the Admitting Unit are greeted warmly and directed to the appropriate area -All patients are received, and all relevant documentation collated and given to nursing staff

	-Visiting company representatives and other health professionals are assisted in a professional and competent manner, directed to the appropriate area and are checked in and out of the visitor's book. -Incoming requests for information are prioritised and dealt with in an accurate manner, adhering to patient confidentiality and privacy -Receive and check parcels and equipment from couriers -Reception areas are maintained in a clean and tidy manner -Adequate and appropriate Stationary stocks are maintained for Unit needs -Copies of all invoices/packing slips are signed on receipt
Telephones	-Telephone inquiries dealt with in a pleasant and customer focused manner -Accurate telephone messages taken and inquiries regarding patients are promptly passed to the appropriate staff member -Miscellaneous messages are phoned through to appropriate staff as required.
Mail	-Incoming mail is sorted and promptly delivered to appropriate 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 and Facsimiles	-Forms are kept up to date and photocopying for other staff completed and distributed efficiently -Faxes are sent within 30 minutes of request/ Incoming faxes are promptly given to the recipient -Data entry for audits and other clinical requirements completed as requested
Responsible for administering admission/transfer/discharge processes as per office procedures	-The Patient Management System is kept up to date in a timely manner with correct details ensuring this process meets the requirements of Waitaha Canterbury -Finalise patient admission form. Forms, ID bracelets and labels are delivered to Admitting Unit nurses -Identify with the patient any known adverse reaction to food, document and communicate to food services department -Ensure admission book is updated. -Consideration and respect shown to others at all times -Patient confidentiality is maintained at all times -Collate day case charts ready for nursing follow up phone calls. After these are completed send files to Clinical Records. -Arrange outpatient appointments as required.

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.
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Relationships

External	Internal
Patients and their Whanau • Clinical and support staff at private Hospitals and surgeons' rooms, as required • Company representatives and contractors as required	• Perioperative Nurse Manager, Clinical Nurse Co-ordinators, Clinical Nurse specialists, Nursing and technical staff, Medical staff Service Managers, Secretarial staff, including staff from other wards and departments

	• Waiting list office • Outpatients department • Staff of other services/department of the Te Whatu Ora Health NZ • Te Whatu Ora I-Proc requestors and Warehousing and goods staff
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About you – to succeed in this role

You will have

Essential:

- Possession of technical knowledge and skills relevant to the position.
- Ability to communicate with others at all levels in order to successfully achieve outcomes.
- A balanced and informed approach to problem solving, as well as situations involving change, stress and conflict.
- A proactive, goal orientated and focused approach to the tasks associated with the role.
- Be detailed focused yet maintain the ability to see the wider picture.
- Be performance driven and have the ability to recognise the organisational culture and key success factors.
- Highly developed organisational and prioritising skills.
- Computer literacy, preferably including Microsoft Office and FPIM software.
- Ability to work with high accuracy and strong attention to detail.
- Excellent communication skills and be able to work as part of a team
- Be able to relate to patients and their Whanau in a courteous and helpful manner
- Be well groomed and appropriately dressed for customer service
- Understand the need for and maintain patients confidentiality and privacy

Desired:

- Previous clerical experience in a health related environment

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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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.