

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	Children's Outpatients, Christchurch Hospital
Department	Child Health
Date	01-07-2026
Salary band (indicative)ⁱ	Administration National Role Profile 4A
Children's Worker roleⁱⁱ	Yes (Non-Core Worker)

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 key purpose is to provide high-quality administrative and patient booking support that ensures patients receive timely access to healthcare services. The role coordinates outpatient appointments, inpatient admissions, and waitlist management in line with Health New Zealand | Te Whatu Ora policies, service standards, and national health targets.

Working closely with clinicians, patients, and colleagues, the Administrator ensures accurate scheduling, effective communication, excellent customer service, and efficient use of clinic and inpatient capacity.

Most Challenging Duties

- Managing multiple factors when scheduling appointments and admissions, including clinical priority, waitlist status, clinician availability, clinic capacity, diagnostic requirements, and patient needs, while ensuring compliance with national and local booking rules.
- Resolving scheduling conflicts and finding solutions that achieve the best possible outcome for both patients and clinical teams while maintaining service efficiency and patient-centred care.

- Monitoring and maintaining accurate waitlists, ensuring patients are prioritised appropriately, and supporting the achievement of Planned Care and organisational performance targets.
- Managing competing demands, urgent requests, clinic changes, cancellations, and workload fluctuations while maintaining accuracy and attention to detail.
- Ensuring patient information, waitlists, and booking records remain accurate and aligned across multiple systems, recognising that errors can directly impact patient care, reporting, and service delivery.

Key Result Area	Expected Outcomes / Performance Indicators
Patient Reception and Front-of-House Services	• Welcome, arrive and depart patients attending outpatient appointments. • Provide a professional, friendly, and patient-focused service. • Maintain patient privacy and confidentiality at all times. • Ensure patient demographic information is accurate and updated. • Escalate concerns regarding unwell or vulnerable patients to clinical staff immediately.
Appointment and Admission Coordination	• Book outpatient appointments and inpatient admissions in accordance with service guidelines and clinical priorities. • Coordinate appointments, diagnostic tests, and procedures to support efficient patient care. • Communicate booking information clearly and promptly to patients and whānau. • Minimise appointment cancellations and maximise clinic utilisation.
Waitlist and Patient Flow Management	• Maintain accurate and up-to-date waitlists within the Patient Management System. • Support equitable access to services by booking patients according to clinical priority and waiting time requirements. • Monitor and manage waitlists to ensure compliance with national and local performance targets. • Escalate concerns or discrepancies to clinical or management staff as appropriate.
Data Quality and System Management	• Maintain accurate, timely, and complete data entry across patient management and clinical systems. • Follow established business rules, booking procedures, and service guidelines. • Ensure patient records and booking information are reliable and current.
Teamwork and Communication	• Develop positive working relationships with patients, clinicians, managers, and colleagues. • Communicate professionally, respectfully, and effectively.

	- Contribute to a collaborative, supportive, and high-performing team environment. - Participate in service improvement initiatives and change processes as required.
General Administrative Support	- Assist with additional administrative duties as directed by the Team Leader. - Support service delivery and contribute to meeting team and organisational objectives. - Participate in training and support the development of colleagues when 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.
- Patient or family complaints.
- Serious incidents or patient safety concerns.

- Significant booking or waitlist issues.
- System outages or irregularities affecting service delivery.
- Non-compliance with booking procedures, targets, or business rules.
- Significant operational or process concerns impacting patient care.

Relationships

External	Internal
• Patients and their whānau/families • General Practitioners (GPs) and Primary Care providers • Community healthcare providers • Public and private healthcare organisations • Regional health service providers • External agencies involved in patient care and referrals	• Team Leader and administration team members • Service Manager • Clinical Directors, Consultants, and other clinicians • Nursing staff and allied health professionals • Ward staff and outpatient teams • Booking and scheduling teams • Health records and support services • Other Health New Zealand departments and services

About you – to succeed in this role

You will have

Essential:

- Strong customer service focus with a commitment to patient-centred care.
- Excellent organisational and time management skills.
- High level of accuracy and attention to detail.
- Strong communication and interpersonal skills.
- Ability to prioritise tasks and manage competing demands.
- Confidence using data systems and learning new technologies.
- Intermediate to advanced Microsoft Office skills (Outlook, Word, Excel).
- Ability to work independently and as part of a team.
- Sound problem-solving and decision-making skills.

Desired:

- Knowledge of medical terminology.
- Experience within a public healthcare environment.
- Familiarity with patient management systems and healthcare booking processes.
- Understanding of cultural diversity and culturally safe practices.
- Demonstrated initiative and proactive approach to administration.

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 a high level of diplomacy and interpersonal skills – ability to facilitate sensitive issues when necessary, negotiating and influencing.

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.