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	Clinical Administrator
Reports to	Administration Team Leader
Location	Ashburton
Department	Rural Health Services

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Date	2/11/26
Salary band (indicative)[i]	C3
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:

provide high-quality, professional, and efficient administrative support within Health NZ. The role provides a broad administrative function within a busy and varied healthcare environment, coordinating and delivering day-to-day administrative processes and services to support the effective operation of the team and wider organisation.

The position requires a high level of competence, confidentiality, initiative, accuracy, and organisation, with the ability to prioritise competing demands, meet deadlines and work effectively within a fast-paced environment. The role involves working collaboratively with managers, clinical and non-clinical staff, and a diverse range of people across the organisation to ensure administrative processes are completed efficiently, accurately and in a timely manner.

The role contributes to the smooth and effective functioning of the service by providing responsive administrative support, maintaining accurate records and information, coordinating activities, and assisting with a range of administrative requirements as needed.

KEY RESULT AREA	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
Administrative Support	• Provides reliable and timely administrative support to management and staff. Completes administrative tasks accurately and within agreed timeframes. Prepares documents, correspondence, reports, and other administrative materials to a professional standard. Monitors follow-up actions and deadlines appropriately.
Communication and Customer Service	• Provides professional, responsive, and courteous communication to internal and external stakeholders. Responds to phone calls, emails, enquiries and correspondence promptly. Communicates information clearly and appropriately. Handles confidential and sensitive information appropriately.
Records and Information Management	• Maintains accurate, accessible, and well-organised electronic and physical records. Keeps databases, registers, contact lists and other records current. Stores documents securely and in accordance with organisational requirements. Ensures information is accurate, complete, and appropriately protected.
Office Operations	• Supports the effective day-to-day operation of the office and administrative function. Ensures office supplies and resources are available when required. Coordinates meetings, appointments, events, and related arrangements effectively. Identifies administrative disruptions and escalates or addresses them promptly.
Compliance and Confidentiality	• Supports compliance with organisational policies, procedures, and relevant requirements. Handles confidential and personal information securely and appropriately. Maintains required records, forms, registers and documentation. Identifies and escalates potential compliance or administrative risks appropriately.
Organisation and Time Management	• Effectively manages competing priorities and deadlines. Plans and prioritises work according to organisational needs. Meets agreed deadlines or communicates risks to deadlines early. Demonstrates initiative in identifying tasks requiring attention while maintaining accuracy and service quality.
Process Improvement	• Contributes to improving administrative systems, processes, and efficiency. Identifies opportunities to simplify or improve administrative processes. Implements appropriate improvements in consultation with relevant staff.

	Reduces duplication, unnecessary paperwork and avoidable administrative delays.
Teamwork and Professional Conduct	• Contributes positively to a professional and collaborative workplace. Builds effective working relationships with colleagues and stakeholders. Demonstrates reliability, discretion, initiative, and professionalism. Supports colleagues, accepts feedback and contributes to continuous improvement.

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.
- [Matters outside the role's delegated authority or where direction is required to manage operational, clinical or compliance risk.
- Significant system outages or failures affecting patient administration, information integrity or safe service delivery.
- Patient safety concerns, privacy or confidentiality breaches, significant errors or incidents, and unresolved issues that may affect patient flow or service continuity.

Relationships

External	Internal
• Patients, whānau and members of the public • External healthcare providers and community services • Government and other public sector organisations • Suppliers, contractor, and service providers • Other external stakeholders as required.	• Administration Team Leader and administrative colleagues across Health NZ • Service and operational mangers • Clinical and non -clinical staff • Allied health and support services • Human Resources, Finance, and other corporate services • Health NZ teams and departments across the region • Other internal stakeholders as required.

About you – to succeed in this role

You will have

Essential:

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- Relevant administrative or customer service experience.
- Experience working effectively under pressure and managing competing priorities.
- Experience using computer-based administrative systems and Microsoft Office applications.
- Strong organisational, time management, problem-solving and attention-to-detail skills.
- Knowledge of medical terminology or willingness and ability to develop this knowledge.
- High standard of written and verbal communication and a commitment to confidentiality.
- Demonstrated teamwork, self-management, accountability and a growth mindset.

Desired:

- Health administration experience.
- Familiarity with a public hospital environment and patient management systems.
- Awareness of and responsiveness to people from diverse 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.
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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.