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	Violence Intervention Programme Administrator
Reports to	Clinical Manager
Location	Christchurch Health Campus
Department	Child and Family Safety Service
Date	06-11-2026
Salary band (indicative)[i]	A4 step 3
Children's Worker role[ii]	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:

The Child and Family Safety Service team works with health professionals to identify, support and refer cases where partner abuse is occurring. The team also offers an advisory service to staff regarding partner abuse and child protection concerns. This role involves a mix of data entry and general administrative duties.

Coming from an administration background, your warm and friendly approach, excellent communication skills, problem solving skills and resilience will help you succeed in this role. You will be highly organised and be able to prioritize your busy day along with understanding the importance of privacy and confidentiality.

This role requires someone who can manage challenging situations, is resilient, reliable and able to separate their personal life from work. This role requires you to work Monday and Tuesday from 8:30am to 5:00pm and Thursdays 12.30-5pm. This role is a permanent, part time role based at Christchurch Hospital.

About You

As a dynamic administrator in our Child and Family Safety Service you will have excellent interpersonal skills to work together in our wider team by networking and building

relationships. You will be equipped to handle stressful emotional situations and have the flexibility to cope with change.

You will have the ability to remain calm under pressure and demonstrate great attention to detail and accuracy.

Skills and Experience

- Communication and Interpersonal skills
- Ability to remain calm under pressure
- Advanced computer skills, including Microsoft Office suite (Excel, Word, Outlook)
- Data entry skills
- The ability to manage multiple priorities
- Attention to detail and accuracy

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
• [insert external relationships] •	• [insert internal relationships] •

About you – to succeed in this role

You will have

Essential:

- Great communication and Interpersonal skills
- The ability to remain calm under pressure
- Advanced computer skills, including Microsoft Office suite (Excel,Word, Outlook)
- Accurate data entry skills
- The ability to manage multiple priorities
- Attention to detail and accuracy

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.