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	Ward Clerk
Reports to	Charge Nurse Manager
Location	Ward 19
Department	

Direct Reports			**Total FTE**	
Budget Size			**Capex**	
Delegated Authority	**HR**		**Finance**	
Date	16/11/26			
Salary band (indicative)[i]	Band 3 Profile 3			
Children's Worker role[ii]	[Yes or No] Y			

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:

As a Ward Clerk, you are an essential member of the team, being the first person patients and visitors meet when coming to the ward. You will provide non clinical administrative and clerical support to Nursing, medical and Allied Health teams ensuring the ward runs smoothly.

Key Result Area	Expected Outcomes / Performance Indicators
Clerical Support	• Patient files will be correctly maintained with up to date information • Incoming and outgoing documents and communication is correctly handled and appropriately actioned • Requests for information are responded to within agreed timeframes.

	• Appointments arranged as requested. Ward standards for documentation are met. •
Provide a Reception at ward level	• All telephone and personal enquires handled appropriately Act as a central link in the communication channel for ward information while on duty. • Verbal and written communication is of a high standard. Maintains a pleasant and friendly communication style Staff and patients are seen as customers • • Responsive to the needs of the team.
Record and process all admissions/discharges/deaths	• Processing of admissions discharges, and death documentation meets medical records standards • Documents are stored safely. •
Maintain updated Information on ward computers	• This includes entering patient care information on computer and entering staffing information to systems as required by Charge Nurse Manager • Data Entry and associated reports are set up to date and accurate • Knowledge of systems and computer capacity is enhanced Routine typing completed with minimal errors • • Liaise with help desk re computer faults etc.
Provide a quality service and maximise self development opportunities	• Actively participate in Ward quality programmes • Observe work methods and report incidents and potential harm situations. • Acknowledge team members • Seek new skills and learning opportunities Solicits feedback on performance
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
•	•

About you – to succeed in this role

You will have **Essential:**

- Ward Processing including Windows training
- Reception and/or office administration experience
- Excellent communication skills – written and verbal
- Enjoy being part of a team
- Excellent computer skills
- Ability to learn new computer
- Organised and task orientated

- Adaptable and able to complete numerous tasks simultaneously

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:

- Previous health service experience

[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.