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	Administration, Clinical
Reports to	Admin Team Leader(s)
Location	Christchurch Hospital 2 Riccarton Road
Department	ENT Department

Date	ASAP
Salary band (indicative)[i]	Band/Profile 4
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:

To provide efficient administrative and clerical support to ensure the smooth day-to-day operation of the department or service. The role involves managing information, maintaining records, coordinating communications, and supporting staff, clients, and stakeholders.

Key Result Area	Expected Outcomes / Performance Indicators
Flexible administrative and service support	• Provides effective administrative support across the ENT Department, adapting duties and priorities according to service requirements and workload. • Manages competing demands effectively, balancing urgent requests with planned work and agreed deadlines. • Works collaboratively with administrative colleagues, clinicians and managers to support the smooth running of outpatient clinics and surgical services. • Undertakes other reasonable duties as directed by the Administration Team Leader to meet operational requirements.
Customer service and front-of-house administration	• Provides courteous, professional and helpful service to patients, whānau, clinicians and other stakeholders, recognising that patients may be anxious, unwell or require additional assistance. • Manages reception duties, patient enquiries and arrivals in a welcoming, respectful and efficient manner. • Checks patient demographic and contact details in the patient management system and updates information accurately and promptly in accordance with established procedures. • Communicates appointment information clearly, including relevant preparation requirements, and ensures patients understand the arrangements made for their care. • Maintains patient privacy, confidentiality and dignity in all interactions.
Patient administration, bookings and waitlist management	• Coordinates outpatient appointments and elective inpatient and surgical bookings in accordance with departmental processes. • Maintains accurate and timely patient information, booking records and waitlist data within the patient management system and associated clinical systems. • Supports the effective management of outpatient clinic capacity and surgical lists in accordance with agreed templates, clinician availability and service requirements. • Works within established booking horizons and processes to support clinic utilisation, minimise avoidable cancellations and make effective use of available appointments and surgical capacity. • Monitors waitlists, identifies discrepancies or potential delays, and escalates issues that may affect patient access, waiting times or service delivery. • Communicates changes, cancellations and alternative arrangements promptly and accurately to patients, whānau and relevant clinical or administrative staff.

Clinical transcription and correspondence	• **Completes dictated clinical letters and other correspondence accurately, efficiently and within agreed timeframes, normally within three to five days of dictation where applicable.** • **Produces work to a high standard of accuracy, presentation, spelling, grammar and formatting.** • **Processes and distributes clinical letters and outgoing correspondence within 24 hours of clinician sign-off, in accordance with departmental procedures.** • **Adjusts transcription priorities in response to service requirements while maintaining agreed turnaround times.**
Communication and relationship management	• **Communicates clearly, respectfully, proactively and professionally with patients, whānau, general practitioners, clinicians, colleagues and other health service providers.** • **Maintains constructive working relationships with the Administration Team Leader, administrative team members, Service Manager, clinical staff, wards and other relevant services.** • **Contributes to a supportive, cooperative and high-functioning team environment.**
Quality, accuracy and continuous improvement	• **Maintains high standards of accuracy, attention to detail and consistency across data entry, booking activities, transcription and general administration.** • • **Takes an active role in quality improvement by identifying errors, inefficiencies, recurring issues and opportunities to improve administrative processes.** • **Responds constructively to feedback and contributes ideas that improve efficiency, patient experience and service outcomes.** • **Maintains accurate records and completes administrative work within agreed timeframes.**
Training, teamwork and professional development	• **Identifies training and support needs and discusses these with the Administration Team Leader.** • **Participates in relevant training, system updates and departmental learning activities.** • **Demonstrates initiative, accountability and a willingness to learn new systems and processes.** • **Undertakes additional duties within the scope of the role to support team resilience and continuity of service.**
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.
- [Unclear clinical instructions, referral prioritisation, re-categorisation requests or booking decisions requiring clinical judgement.
- Significant waiting-list discrepancies, potential breaches of applicable waiting-time requirements, capacity issues or repeated cancellations.
- Patient complaints, sensitive or escalated enquiries, and concerns that cannot be resolved within established procedures.
- Actual or suspected breaches of privacy, confidentiality, information security or records management requirements.
- Health and safety hazards, accidents, incidents and other risks requiring management action.
- Workload pressures, competing priorities or resource constraints that may prevent agreed deadlines or service requirements from being met.

Relationships

External	Internal
• Patients and their families • General practitioners • Other public and private health sector health agencies	• Team Leader/administrative team members • Service Manager • Clinicians • Wards and other staff

About you – to succeed in this role

You will have

Essential:

- Excellent customer service skills – people focused
- Technically savvy – experience with data systems and quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy
- Maintain attention to detail
- Ability to meet deadlines and work unsupervised
- Ability to manage and coordinate a range of different inputs to achieve the agreed outputs
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills (50 – 70 wpm)
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.
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Desired:

- Broad administrative experience in a health-related field
- Awareness of people of differing cultural backgrounds.
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system). …

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:

- [Identify opportunities to improve administrative processes.
- Demonstrate an awareness of equitable access to healthcare and the importance of culturally safe service delivery

[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.