Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
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Title	Telephonist/Receptionist			
Reports to	Team Leader			
Location	Christchurch Hospital			
Department	Telephone Office			
Direct Reports	Karla Boeyen		Total FTE	0.6
Budget Size	Opex	$0	Capex	$0
Delegated Authority	HR	No	Finance	$0
Date	19th November 2026			
Job band (indicative)	PSA National Health Administration Band 3			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

~~Te Mauri o Rongo – The New Zealand Health Charter~~

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Based at Christchurch Hospital, this position is primarily responsible for providing reception services at the Main Parkside Reception, while also supporting the Telephone Office. The Telephone Office is the first point of contact for callers to six hospitals: Burwood, Christchurch, Christchurch Women's, Hillmorton, The Princess Margaret and Ashburton.

You will be responsible for welcoming and assisting patients, visitors, staff and members of the public, responding to general enquiries, providing directions and directing people to the

appropriate departments and services. Telephone responsibilities include answering and actioning general hospital enquiries, patient enquiry calls, internal and external calls for clinical staff and confirming appointments. Flexibility is required to cover other reception areas including Women's and Waipapa, when needed to cover staff absences. There may also be opportunities to pick up additional shifts if desired.

This position is working 24 hours per week, with set shifts Monday to Thursday, 4:30pm – 8:30pm, and one Saturday shift from 11:30am – 8:00pm

As part of the Administration and Clerical Pay Equity Claim settlement this role has been mapped to National Band 3 /Profile 3

For further information about the administration and clerical pay equity settlement please follow the link below:

PSA National Health Administration Collective Agreement - FINAL (tewhatuora.govt.nz)

Key Result Area	Expected Outcomes / Performance Indicators
Customer Service	Provide clear, calm and professional communication with patients, whanau, clinicians and external providers. Always deliver patient-centred care while maintaining confidentiality. Listen attentively and respond accurately to patient and team needs. Show cultural awareness and respect for diverse communities. Manage high volumes of face-to-face and phone interactions efficiently.
Administration	Utilise and maintain database systems and our electronic whiteboard. Confirm patient appointments and update patient records to ensure smooth operations. Take advantage of opportunities to develop and strengthen administration and technical skills.
Communication/Emergency Response	Operate the 1call telephony system to manage incoming calls efficiently. Respond calming and appropriately to difficult, sensitive or urgent situations.
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	• Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going selfreflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Innovation & Improvement	• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	• 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.

About you – to succeed in this role

You will have

Essential:

- Confidently manage high volumes of calls and face-to-face enquiries in a busy environment.
- Able to quickly learn and use new systems and technology.
- Excellent communication skills, ability to demonstrate empathy, patience, and professionalism.
- Pay close attention to detail and be organised.

Desired:

- Familiarity with medical terminology.
- Previous experience in a hospital, healthcare, or clinical environment.
- Enjoy working as part of a team to deliver excellent patient care.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.

- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

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.