

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Administrator / Secretarial Support		
Reports to	Team Leader – Mental Health, Addictions & LLDSS		
Location	Nelson		
Department	Mental Health, Addictions & Disability Support Services (LLDSS)		
Direct Reports	Nil	Total FTE	1.0
Budget Size	Opex	Nil	Capex
Delegated Authority	HR	Nil	Finance
Date	December 2025		
Job band (indicative)	5		

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:

- Assist patient/service users to seamlessly flow through the Mental Health & Addictions Service.
- Provide efficient administration/secretarial support and reception duties to the Mental Health and Addictions Service.
- Support the development of an integrated system by facilitating system improvement and communications across service areas and with agencies in the community, primary and tertiary care as well as with clinical services colleagues.
- Have a customer service focus and contribute to ensuring the team aims to meet service users and whānau need as well as the needs of the staff in our services.
- Provide a high quality service which is efficient and effective service for Stakeholders at all times.
- Ensure confidentiality of patient/service user information by supporting Health NZ and departmental policies and procedures.
- Ensure all tasks assigned are completed within the expected time frame.
- Provide operational support to the team according to service need.
- Proactively engage with the service team in planning and service improvement initiatives.

CONTEXT THIS POSITION OPERATES WITHIN

A holistic approach to integrating systems is required as the Health NZ faces a number of challenges including an aging population, financial pressures and maintaining base services in Nelson and Blenheim.

The management structure of the Health NZ comprises a range of departments of which the Mental Health, Addictions and LLDSS area is one, headed by a General Manager (GM). The GM is supported by a number of Unit Managers, including the Unit Manager (UM) – Operational Support. Each of the areas must work closely to ensure there is a co-ordinated and effective health service across the District.

The role will contribute fully as a member of a department and will work collegially with other staff to ensure the delivery of quality healthcare across the Health NZ.

VISION FOR MENTAL HEALTH, ADDICTIONS AND LIVE LIFE DISABILITY SUPPORT SERVICES

The aim of Mental Health, Addictions and LLDSS is to provide a seamless and efficient patient/service user journey by achieving commonalities in systems and efficiencies across a range of different disciplines. The position holder may be required to work across various departments and cover different roles and tasks in order to meet operational or patient/service user requirements.

A high quality, consumer focused, sustainable and flexible administration service, which has the capacity and capability to meet the complex needs of the health system.*

***Consumer – relates in this context to patients/service users, whanau, clinical staff and departments.**

Key Result Area	Expected Outcomes / Performance Indicators
Reception	<ul style="list-style-type: none"> • To provide a friendly and informed initial contact with public, patients/service users and staff. • Telephone duties and enquires. • Initiate risk procedure to maintain building safety. • To provide a quality front line service. • To provide friendly and courteous response to counter and telephone enquires promptly and efficiently. • Messages are taken accurately, delivered promptly and sufficiently detailed to allow an informed response. • Direct enquires to appropriate personnel. • Identify and deal appropriately with security issues. • Liaise with telephone operators (7777), orderlies, police and Unit Manager/Team Leader during the occurrence of any security issues. • Document incidents accurately for the appropriate authorities.
Secretarial – Data Management	<ul style="list-style-type: none"> • To ensure a full secretarial service is provided to the MDT staff in Teams.

	<ul style="list-style-type: none"> • Ensure accurate collection of client information and data including demographic, ethnicity, citizenship entered in the Patient Administration System (PAS) and updated correctly to Health Connect South (HCS). • Data entry into Patient Administration System (PAS). • Access Health Connect South (HCS) as appropriate and typing information into Health Connect South (HCS) as required by clinicians. • Scheduling appointments into clinicians' calendars. • Maintain digital dictation standards and copy typing as required within time frames. • Accurate and timely processing of clinical letters, assessments, reports and other typing. • Request archived files as appropriate.
General Office Administration	<ul style="list-style-type: none"> • Sort and distribute mail. • Order stationery and supplies as requested or required. • Photocopying – ensure an ongoing supply of forms and pamphlets required by the Teams. • Undertake general -administration/secretarial duties within the Teams/Inpatient Units as required. • Participate actively in office housekeeping duties.
Cover	<ul style="list-style-type: none"> • Able to provide cover for the Mental Health and Addictions Service in order to meet organisational or service user needs.
General	<ul style="list-style-type: none"> • Other duties as negotiated with your Team Leader/Manager or unique to your role. • Participate in training needs analysis and undertake identified learning development and career opportunities. • Participate in regular Team meetings.
Professional Development	<ul style="list-style-type: none"> • Participation in annual performance review process including review of performance goals and identification of areas for professional development. • Engage in training opportunities.
Quality Improvement	<ul style="list-style-type: none"> • Participation in quality improvement processes in your area of work. • A quality, customer-focused service is provided at all times, which follows best practice. • Proactively engage in quality improvement initiatives.
Other	<ul style="list-style-type: none"> • Associated systems to support the administration/secretarial support functions. • Other duties as negotiated with your Manager. • Privacy Act 1993, Health Information Code 1994, Clinical Records Policy and Procedures and Health NZ Procedures.

Te Tiriti o Waitangi	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. Demonstrates critical consciousness and on-going self-reflection 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed. 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 the TEAM LEADER – MENTAL HEALTH, ADDICTIONS & DSS

- Nil.

Relationships

External	Internal
<ul style="list-style-type: none"> • Service Users/Families/General Public • GPs • Other Hospitals • Visiting Clinicians • PHOs • NGOs 	<ul style="list-style-type: none"> • Service Users • Clinicians • Other Staff

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- Experienced touch typing skills required.
- Digital dictation and transcription experience.
- High level communication skills, able to communicate effectively with a wide range of health professionals.
- Good organisational skills and ability to prioritise.
- Fast and accurate computer, word processing and data entry skills.
- Ability to use initiative and work unsupervised.
- Be able to show attention to detail and accuracy.
- Flexibility and willingness to undertake new tasks.
- Ability to prioritise work and manage a busy work load.
- High standard of oral and written communication skills.
- Knowledge of the Privacy Act and Health and Disability Act desirable.
- Have an understanding of Te tiriti o Waitangi
- Intermediate / Advanced knowledge of Microsoft Office applications ie: Word, Excel, PowerPoint and Outlook.

PERSONAL ATTRIBUTES:

- Be sensitive to the needs of all patient/service users and public regardless of need or cultural background.
- Have demonstrated strong customer service orientation.
- A high level of personal initiative, and motivation.
- Be professionally presented.
- Mental and physical health status appropriate to the position.
- Demonstrated ability to show initiative and motivation.
- Be able to work/liaise closely with staff at all levels of the organisation.
- Ability to work under pressure, constantly prioritising as

- deadlines change.
- Adheres to confidentiality requirements.
 - 'Can do' attitude.
 - Pleasant disposition, sense of humour and ability to work with a high degree of diplomacy and co-operation and able to develop good working relationships.
 - Versatile, innovative and possess the ability to adapt within a changing environment.
 - Ability to work within a multi disciplinary team with a high degree of co-operation.

Desired:

- Medical terminology qualification advantageous.
- Familiarity with health systems and terminology would be an advantage but not essential.

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.

Desired:

- Keeps up to date with available information technology relevant to position
- Understands and complies with Health NZ Information Technology policies

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.