

## Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Clinical Administration Support			
Reports to	Team Leader – Clinical Support Services			
Location	Wairau			
Department	Clinical Support Services			
Direct Reports	Nil		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	January 2026			
Job band (indicative)	5B			

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

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**The primary purpose of the role is to:**

- To provide comprehensive administration support to our Clinical Services Teams that enhances seamless patient flow through the hospital system
- 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.
- Ensure confidentiality of patient/service user information by supporting Health NZ and departmental policies and procedures.

## Context that this position operates within

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Health New Zealand, Te Whatu Ora (Nelson Marlborough) is responsible for the effective delivery of health services to the people of Nelson, Tasman and Marlborough. This includes hospital-based services, community-based services and referrals to appropriate tertiary centres.

The aim of the Clinical Support Services department is to achieve commonalities in systems and efficiencies across a range of different disciplines. A holistic approach to integrating systems is required as Health New Zealand, Te Whatu Ora (Nelson Marlborough) faces several challenges including an aging population, financial pressures and maintaining base hospital services in Nelson and Wairau.

The management structure of Health New Zealand, Te Whatu Ora (Nelson Marlborough) comprises a range of departments of which the Clinical Services area is one, headed by a General Manager (GM). The GM is supported by several Service Managers, including the Service Manager (SM) - Clinical Support. Each of the areas must work closely to ensure there is a co-ordinated and effective health service across the district.

## Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Patients/ Public</li> <li>• GP's</li> <li>• Other Hospitals</li> <li>• Visiting Clinicians</li> <li>• Partnership Organisations (where applicable).</li> </ul>	<ul style="list-style-type: none"> <li>• Service Users</li> <li>• Clinicians</li> <li>• Other Health NZ Staff</li> </ul>

Key Result Area	Expected Outcomes / Performance Indicators
<b>Reception</b>	<ul style="list-style-type: none"> <li>• To provide a friendly and informed initial contact with public, patients/service users and staff.</li> <li>• To deliver a quality front line service providing a prompt and efficient response to counter &amp; telephone enquiries in a friendly and courteous manner.</li> <li>• Messages are taken accurately, delivered promptly and sufficiently detailed to allow an informed response.</li> <li>• Direct enquires to appropriate personnel.</li> <li>• Check patient demographics on arrival and update as needed in our patient administration system (PAS).</li> <li>• Liaise with telephone operators, orderlies, security and Management/Team Leader during the occurrence of any security issues.</li> </ul>
<b>General Office Administration</b>	<ul style="list-style-type: none"> <li>• General administration duties are undertaken in a confidential, professional and efficient manner.</li> <li>• Action incoming/ outgoing mail and distribute to appropriate person/ place.</li> <li>• Digital transcription of medical documents is completed within required timeframes (if applicable)</li> <li>• Maintain desk file specific to the service (Standard Operating procedures) and process maps</li> <li>• Photocopying and distributing of documents</li> <li>• Order supplies/ stationery as requested (if applicable)</li> <li>• Loose filing is collated and sent to medical records observing correct processes</li> <li>• Ability to provide cross cover within any department or ward to meet organisational or patient needs</li> <li>• Undertake projects and any other relevant work discussed with the Team Leader.</li> <li>• Carry out all duties safely</li> </ul>

<b>Role specific</b>	<ul style="list-style-type: none"> <li>• Maintain our Patient Administration System (PAS) by ensuring data collection is captured accurately, is timely and auditable</li> <li>• Service delivery is provided in a safe, timely and equitable manner</li> <li>• Strick adherence to National/ Regional Outpatient Waiting List Management Guidelines to meet Health Targets <ul style="list-style-type: none"> <li>○ Clinical urgency categories (timeframes)</li> <li>○ Booking tools</li> <li>○ Cancellations, missed appointments/ Suspensions/ Validation</li> </ul> </li> <li>• Develop and maintain a comprehensive understanding of Planned Care timeframes/ processes: <ul style="list-style-type: none"> <li>○ Appointments/ procedures are scheduled within agreed timeframes according to clinical prioritisation/ instructions</li> <li>○ Patients are notified of appointments/ procedures in a timely and coordinated manner and provided with correct instructions/ information relevant to the appointment/ procedure through approved channels of communication</li> <li>○ Work practises are patient-centred to ensure minimum inconvenience to the patient/ Whanau</li> <li>○ Clinic/ theatre session changes are actioned quickly and methodically and patients notified where applicable</li> <li>○ End of day processes are completed ensuring follow up actions are captured appropriately</li> <li>○ Daily/ weekly monitoring of patient flow is adhered to utilising available tools</li> <li>○ Data checks are kept to a minimum and actioned immediately upon identification</li> </ul> </li> <li>• Automated patient appointment reminders are communicated through approved platform of etxt</li> <li>• Ensure appropriate clinical paperwork is available prior to clinics/ theatre sessions and collected following to complete end of day process</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Participation in annual performance review process including review of performance goals and identification of areas for professional development.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• A quality, customer-focused service is always provided, which follows best practice.</li> <li>• Participation in quality improvement processes in your area of work.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Associated systems to support administration functions.</li> <li>• Comply with the Privacy Act 1993, Health Information Code 1994, Clinical Records Policy and Procedures and Health NZ Procedures.</li> </ul>

<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• Models good team player behaviour, working with colleagues to avoid 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.</li> <li>• 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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

## About you – to succeed in this role

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### You will have

#### Essential:

- A high standard of oral and written communication skills, able to communicate effectively with a wide range of health professionals.
- Good organisational skills with ability to manage a busy workload that requires constant prioritising to meet deadlines
- Fast accurate computer and data entry skills.
- Ability to show initiative and work unsupervised with a high degree of motivation
- Strong attention to detail and accuracy.
- Flexibility and willingness to undertake new tasks.
- Intermediate knowledge of Microsoft Office applications e.g. Word, Excel and Outlook.
- Proven ability to be sensitive to the needs of all patients and public regardless of need or cultural background.
- A strong focus on excellent customer service delivery.
- Pleasant disposition, sense of humour and present yourself in professionally manner.
- Ability to work closely with staff at all levels of the organisation and within a multidisciplinary team with a high degree of co-operation to develop good working relationships
- “Can do” attitude, be versatile, innovative and possess the ability to adapt within a changing environment

#### Desired:

- NCEA Level 2 English and Maths
- Medical Terminology qualification advantageous
- Familiarity with health systems and terminology would be an advantage but not essential.
- Digital dictation and transcription experience.

### 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.
- Adhere to confidentiality requirements

**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.*