

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

Title	Telephone Operator			
Reports to	Team Leader – Call Centre			
Location	Nelson			
Department	Call Centre			
Direct Reports	Nil		Total FTE	Up to 1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	March 2026			
Salary band (indicative)*	Administration Workers Collective Agreement			

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:

Provide a prompt, efficient and effective telephonist service to the public at large, and all staff and departments within Health NZ Nelson Marlborough.

Key Result Area	Expected Outcomes / Performance Indicators
Emergency duties: • Emergency systems have priority over all other matters	• Answer 7777 / 8888 Emergency calls for ALL areas of both Nelson & Wairau Hospitals. • Activation of the correct Management Teams for a Major Incident . • Provide correct information & notifications to Trauma teams. • Has good knowledge and understanding of all Emergency Services including Civil Defence and Security. • Timely retrieval of correct information to prevent time delays in responding to Cardiac Arrest notifications. • Action Duress/Security calls or alarms.
	See next page.

Telephone duties: • To answer and deal with all calls and emergency situations in a prompt and professional manner at all times. • To co-ordinate all services and provide accurate information at all times. • Processing after hour callouts for staff from various areas of the hospital and other emergency services such as Police, Fire, Ambulance	• All duties are completed at the appropriate time and within the time allocated. • A good knowledge of the organisation's locations, key personnel and their contact numbers is demonstrated. • A good knowledge of agencies in the Health Care field. • Telephone is answered as promptly as possible in a friendly, polite and helpful manner and calls correctly re-directed. • Accurate retrieval and forwarding of information/messages. • Maintain staff and patient confidentiality at all times. • Give an efficient and helpful back-up to those departments who require it. • Has a good understanding and knowledge of all aspects of technology within the Communications centre. • Follow policy and procedures for Patients, GP's and on call Staff. • Performs any other duties in connection with communications in an approachable and helpful manner.
Security and Alarms	• Monitor security camera. • A sound knowledge of the Sipass monitor. • Ability and responsibility to lock /unlock, alarm and arm/disarm buildings & alarms when necessary and on request. • Maintaining the locked key cabinet and providing the correct keys to workman both on and off site, and staff on a daily basis. • Monitor Security Alarms for both hospitals and off site offices. • Monitor Fire Alarms and systems. • Monitor Helicopter Tracking and alert appropriate staff to clear for helicopter landings. • Responsible and available to test all Duress Alarms, internal and external, on a weekly basis.
Quality Improvement	• A quality, customer-focused service is provided at all times, which follows best practice.

	• Participation in quality improvement processes in your area of work.
Professional Development	• Participation in annual performance review process including review of performance goals and identification of areas for professional development.
General	• After hours reception duties for hospital departments and patient enquiries. • Cash handling and booking of rooms available in Altrusa house after hours and weekends. • Generating the daily On Call rosters for the wards and ED. • Holding and maintaining accurate information relevant to all On Call and shift workers working around the clock 24/7 (Consultant's, Doctors through to Household and Maintenance). • Other duties as negotiated with your Manager.
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 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	• 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	- 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 the TEAM LEADER – CALL CENTRE

All issues, incidents.

Relationships

External	Internal
- Public and patients - GP's - Consultants from other Hospitals - Contractors	- Hospital staff - Inpatients

About you – to succeed in this role

You will have

Essential:

- Minimum of three years secondary education and/or appropriate experience
- Knowledge of telecommunication systems (desirable but not essential)
- Knowledge of emergency services and procedures
- Intermediate knowledge of Microsoft Office applications i.e.: Word, and Outlook with sound keyboarding skills a minimum requirement, need to be confident and competent with computer systems
- Keeps up to date with available information technology relevant to position
- Understands and complies with Health NZ Information Technology policies
- Knowledge of Hospital procedures could be an asset
- Clear and concise verbal and written communication skills
- Attention to detail

- Good listening skills
 - Teamwork
 - Sound judgement
 - Stress tolerance
 - Resilience
 - Multitask is a must
 - Quick thinking/on the ball
-
- Commitment to personal and professional standards and motivation to improve knowledge and skills
 - Ability to assess situations, make effective decisions and give clear accurate directions in a calm manner
 - Demonstrated ability of oral and written communication and being able to follow instructions
 - Ability to work / liaise closely with staff at all levels of the organisation
 - Demonstrated ability to organise tasks efficiently, give attention to detail and manage own time effectively
 - Ability to work well within a team
 - Demonstrated ability to show initiative and work under pressure
 - A person of integrity who will respect the confidentiality and sensitivity of information and people/situations
 - An understanding of the principles of the Treaty of Waitangi

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.

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:

- Ability to work under pressure
- Ability to multi-task

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*