

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

Title	Administrator / Secretarial Support - LLDS			
Reports to	Team Leader – Administration Support LLDS			
Location	LLDS Dakota Street or Packham Crescent			
Department	Mental Health, Addictions & Disability Support Services (LLDS)			
Direct Reports	Nil		Total FTE	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	April 2026			
Salary band (indicative)*	Administration Workers Collective Agreement Band 3, Step 1 to Step 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 service users to seamlessly flow through the Mental Health, Addictions and LLDS services.
- Provide an efficient customer service, reception and administration service for the department.
- Support the development of administration process efficiencies and new ways of working. =
- 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 always an efficient and effective service for Stakeholders.
- Ensure confidentiality of 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.

Key Result Area	Expected Outcomes / Performance Indicators
Reception, Customer Service and Administration	<ul style="list-style-type: none"> • To provide a friendly and informed initial contact with all stakeholders including public, patients, service users and staff. • Telephone duties and enquires. • 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 including coordinating the admin inbox, such as assigning, actioning and filing emails. • Laminating. • Minuting meetings. • Photocopying and scanning. • Monthly administration team checks. • Processing visa receipt envelopes. • Approving visa purchases (online). • Typing, saving and printing of documents. • General office tasks such as organising work, tidying, checking stationery supplies, top up printer paper, meeting assistance.
Secretarial – Data Management	<ul style="list-style-type: none"> • To ensure a full secretarial service is provided as required. • Data entry into LLDS, hospital systems or applications . • Scheduling in LLDS calendars as required. • Accurate and timely processing of documentation and other typing. • Make new files for service users as required. • 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 Service. • Undertake general clerical duties within the Service as required. • Participate actively in office housekeeping duties.
Cover	<ul style="list-style-type: none"> • Able to provide cover with LLDS in order to meet organisational or service user needs.
General	<ul style="list-style-type: none"> • The core values of openness, integrity, compassion, respect and customer focus are demonstrated in day to day interaction with others. • 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 clerical functions within your Team. • Meet obligations contained in Appendices 1. • Privacy Act 1993, Health Information Code 1994, Clinical Records Policy and Procedures and Health NZ Procedures. • Other tasks and duties in regards to requirements of specific department or workplace as outlined in Appendix 1. • Other tasks and duties as per Appendix 1 in regards to requirements of specific department or workplace. • Other duties as negotiated with your Manager.
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. • 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. • 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 AND LLDS

- Nil

Relationships

External	Internal
<ul style="list-style-type: none"> • Service suppliers and trades • Government agencies such MSD • Nelson Airport 	<ul style="list-style-type: none"> • Finance department • IT department • All LLDS Staff • People we support

About you – to succeed in this role

- **You will have**

Essential:

Qualifications

- NCEA Level 2 English and Maths (or equivalent) advantageous.
- NZ Certificate in Business Administration level 3 or higher, and or a minimum 2 years in a similar administration/customer service role.
- Proficient touch-typing skills required.

- Full New Zealand Drivers Licence

Knowledge and Skills

- 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.
- Comprehensive knowledge of the Mental Health Act, Criminal Justice Act, Privacy Act and Health and Disability Act desirable.
- Understand The Treaty of Waitangi.
- Intermediate / Advanced knowledge of Microsoft Office applications ie: Teams, Word, Excel, PowerPoint and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.

Personal Attributes

- Be sensitive to the needs of all patients/service users and public regardless of need or cultural back ground.
- 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:

- Experience in implementing Te Tiriti o Waitangi in action.
- Familiarity with health systems and terminology would be an advantage.

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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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:

- Demonstrate knowledge in the use of Microsoft Lists.
- Knowledge of Purchasing programmes for generating purchase orders and receiving.

APPENDIX 1

Other tasks and duties in regards to requirements of specific department or workplace.

TASKS/DUTIES	EXPECTED OUTCOMES
DSS Team Support	<ul style="list-style-type: none"> ▪ Act as key point of contact for DSS office, including working and managing office alone at times. ▪ Supporting DSS Managers to enable them to be out in the field as much as possible. ▪ Invoicing Ministry of Health, ACC, and Day Services. ▪ Monthly balancing of house accounts. ▪ Preparation of house weekly accounts. ▪ Preparing and collating material for meetings appropriately. ▪ Incoming mail being prioritised and previous background documentation attached as necessary. ▪ Presentation of reports completed to an accepted standard. ▪ Minute taking for Management as required.
Resource Document Control	<ul style="list-style-type: none"> ▪ Documents are managed and controlled accurately and efficiently. ▪ Tenancy agreements. ▪ Compliance/registration certificates. ▪ Fire extinguisher register. ▪ Liaison with property management. ▪ Driver training co-ordination. ▪ Staff orientation. ▪ DSS policies, guidelines and protocols.
Database Management/IT Systems	<ul style="list-style-type: none"> ▪ To ensure all database information is kept up to date and information passed on as requested ▪ Maintain working relationship with IT department <ul style="list-style-type: none"> • C.A.R.E.E.R. • Client database • Main Admin database ▪ To liaise with Organisational Development to ensure training and qualification records are maintained. ▪ To liaise with Payroll as required.

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.*