

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

Title	Staff and Patient Travel Co-ordinator			
Reports to	Clinical Support Team Leader			
Location	Nelson			
Department	Travel Services			
Direct Reports	Nil		Total FTE	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	May 2026			
Salary band (indicative)*	Administration Workers Collective Agreement Band 4A, Step 1 to Step 6			

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 an efficient centralised district wide staff and patient travel

Key Result Area	Expected Outcomes / Performance Indicators
Travel Coordination	<ul style="list-style-type: none"> • Undertakes District Travel Co-ordination and District Course & Conference administration. • Completes Individual Staff's travel requirements in accordance with policies and procedures – within timeframes and accurately. • Liaises with Learning & Development regarding any Staff Course & Conference applications received. • Completes Individual Staff members Course & Conference requirements in accordance with policies and procedures – within timeframes and accurately. • Database is maintained accurately.
Reception	<ul style="list-style-type: none"> • Assists with reception and telephone enquiries/duties as required. • Reception and Public Relations activities are provided promptly and efficiently. • Visitors and telephone callers receive a friendly, welcoming and courteous service.

	<ul style="list-style-type: none"> • Requests are dealt with promptly and efficiently. • Messages are taken accurately, delivered promptly and are in sufficient detail to allow an informed response. • Generally promoting a professional quality customer focused service.
Professional Development	<ul style="list-style-type: none"> • Maintains quality and currency of Travel Co-ordination assistance and support. • Own professional skills are maintained through on-going training and education. • Personal development plan is agreed with the District Manager, and goals are achieved.
Teamwork	<ul style="list-style-type: none"> • Contributes positively as an effective Team Member. • Feedback from the Team is positive and indicates contribution adds value.
General	<ul style="list-style-type: none"> • 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 CLINICAL SUPPORT TEAM LEADER

- [insert matters which must be referred]

Relationships

External	Internal
<ul style="list-style-type: none"> • [insert external relationships] • 	<ul style="list-style-type: none"> • [insert internal relationships] •

About you – to succeed in this role

You will have

Essential:

Qualifications & Knowledge

- School Certificate English is a minimum requirement.
- An understanding of bicultural issues, including the Treaty of Waitangi.
- MS Office.

Skills and Experience

- Experience working under pressure and to tight timeframes would be advantageous.
- Previous experience in an Office environment involving administration duties and not requiring a large amount of direct supervision.
- Proven organisation and time management skills.
- High standard of oral and written communication skills
- Experience with Customer Service.
- Intermediate to Advanced knowledge of Microsoft Office applications ie: 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

- Tactful and sensitive in dealing with people and able to maintain confidentiality
- Excellent interpersonal and communication skills
- Be able to work/ liaise closely with staff at all levels of the organisation
- Versatility to accommodate change and workload variations
- Strong attention to detail
- A person of integrity and ability to work autonomously and respect the confidentiality and sensitivity of information
- Pleasant disposition, sense of humour and ability to work with a high degree of diplomacy and co-operation in order to provide a quality service to internal and external customers
- Ability to work as an effective member of a Team

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.
- 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 ...]

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.*