

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

<b>Title</b>	Clinical Support Emergency Department (ED) Coordinator			
<b>Reports to</b>	Team Leader – Clinical Support Services			
<b>Location</b>	Nelson			
<b>Department</b>	Emergency Department			
<b>Direct Reports</b>	Nil		<b>Total FTE</b>	
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b>	Nil
<b>Delegated Authority</b>	<b>HR</b>	Nil	<b>Finance</b>	Nil
<b>Date</b>	April 2026			
<b>Job band (indicative)</b>	<b>Administration Workers Collective Agreement</b>			

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:

- To assist the Patients Flow through the Hospital system.
- To work effectively as member of Clinical support services team and provide efficient administrative, patient booking and reception support to the department.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Admin Team Support and Coordination</b>	<ul style="list-style-type: none"> <li>• Assist Clinical Support Team Leader to create and maintain a department roster, including updating for leave and supporting payroll systems</li> <li>• Be a subject matter expert for Emergency Department Administration, consulting with other departments on administration systems and processes in conjunction with Team Leader.</li> <li>• Update Emergency Department processes and documents as required to ensure Emergency Department procedures, forms, and other documents are fit for purpose and ready to be used.</li> <li>• Champion training within Emergency Department, providing training and ongoing coaching to new and existing employees to maintain high standards of service</li> <li>• Coordinate admin operations within Emergency Department to ensure that team members know what they need to achieve, so all tasks are completed on time and to a high standard.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

<b>Administration</b>	<ul style="list-style-type: none"> <li>• General administration duties are undertaken in a confidential professional and efficient manner.</li> <li>• Appointments are made in a timely and coordinated manner.</li> <li>• Clinical records are available to meet the needs of the unit.</li> </ul>
<b>Reception</b>	<ul style="list-style-type: none"> <li>• To provide a friendly and informed initial contact with public, patients and staff.</li> <li>• Telephone duties and enquiries.</li> <li>• To provide friendly and courteous response to counter &amp; telephone enquiries promptly and efficiently.</li> <li>• Visitors and telephone callers receive a friendly, welcoming and courteous service.</li> <li>• Messages are taken accurately, delivered promptly and sufficiently detailed to allow an informed response.</li> <li>• To provide a quality front line service.</li> <li>• Screen and direct enquiries to appropriate personnel, answer routine enquiries.</li> </ul>
<b>Data Management</b>	<ul style="list-style-type: none"> <li>• Data entry and maintenance of Patient Management System.</li> <li>• Ensure accurate recording of patient data – registration/demographics.</li> <li>• For every interaction with patient, check patient demographics and update as needed in Patient Management System.</li> <li>• Loading of unit specific data on daily basis</li> <li>• Accurate and timely entering of referrals into Patient Management System..</li> <li>• Update and maintain any data bases specific to unit.</li> <li>• Ensure appropriate information is available to other departments and consultants if requested e.g. triage, Emergency Department notes.</li> <li>• Ensure appointments are booked within time frames according to clinicians’ instructions.</li> <li>• Patients notified of appointments within acceptable time frames, provide instructions and information appropriate to specific clinics.</li> <li>• Register and organise documentation for overseas visitors ensuring appropriate charges for invoicing.</li> </ul>
<b>General Office Administration</b>	<ul style="list-style-type: none"> <li>• Open all incoming mail and distribute to appropriate person/department.</li> <li>• Trace and action returned mail.</li> <li>• Process all written or dictated Winscribe documents in a timely manner</li> <li>• Ensure clinical records are available within acceptable time frames for clinics.</li> <li>• Maintain loose filing in clinical records.</li> <li>• Maintain desk file for department.</li> <li>• Photocopying and distributing documents as required.</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 provided at all times, which follows best practice.</li> <li>• Participation in quality improvement processes in your area of work.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Undertake general administrative duties within the clinical support team as required.</li> <li>• Provide cover within any department or ward within clinical support services team in order to meet organisational or patient needs.</li> <li>• Undertake projects and any other relevant work discussed with the Team Leader – Clinical Support.</li> <li>• Participate in training needs analysis and undertake identified learning development and career opportunities.</li> <li>• Participate in regular team meetings.</li> <li>• Working shifts as required to meet operational or patient requirements.</li> <li>• Any other tasks as required by your Manager.</li> <li>• Order supplies as requested or required.</li> <li>• Participate actively in office housekeeping duties.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Associated systems to support the clerical functions.</li> <li>• Desk files (Standard Operating procedures) and process maps.</li> <li>• Comply with the Privacy Act 1993, Health Information Code 1994, Clinical Records Policy and Procedures and Health NZ Procedures.</li> <li>• Carry out all duties safely.</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 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.</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>

## 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>• Patients</li> <li>• Clinical Support Team</li> <li>• Team Leaders/Managers</li> <li>• Nurses/Midwives</li> <li>• Clinicians</li> <li>• Clinical Records</li> <li>• Other DHB Staff</li> <li>• Finance (where applicable)</li> </ul>

## About you – to succeed in this role

### You will have

### Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- High level communication skills, able to communicate effectively with a wide range of health professionals.
- Experience in a fast-paced administrative role with a strong focus on customer service and an ability to remain calm under pressure is essential.
- Good organisational skills and ability to prioritise.
- Fast accurate computer 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 workload.
- High standard of oral and written communication skills.
- Understand The Treaty of Waitangi
- Sound knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook.

**Personal Attributes:**

- Be sensitive to the needs of all patients and public regardless of need or cultural background.
- Ability to remain calm when under pressure.
- 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.
- Ability to work under pressure, constantly prioritising as deadlines change.
- Adheres to confidentiality requirements.
- 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:**

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

**You will be able to**

**Essential:**

- 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.*

*\*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.*