

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

<b>Title</b>	Call Centre/Enquiries Team Leader			
<b>Reports to</b>	Manager Service Supply			
<b>Location</b>	Nelson			
<b>Department</b>	Service Supply			
<b>Direct Reports</b>	9 FTE	<b>Total FTE</b>	9.00	
<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>	May 2026			
<b>Salary band (indicative)*</b>	Administration Workers Collective Agreement Band 6, Step 1 to Step 7			

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:

Responsible for the 24/7 activities of the Call Centre/Enquiries, ensuring a prompt, efficient and effective service is provided 24/7 to the Public, Wards and Departments within Health New Zealand Nelson Marlborough. As well as carrying out Call Centre/Enquiries duties, rostering, training, Duress calls and keeping the BCP (Business Continuity Plan) updated.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Role Models positive and professional behaviours in all relationships.</li> <li>• Demonstrates expert knowledge and leadership skills.</li> <li>• Ensures that service delivery is based on thorough knowledge of all policies and procedures.</li> <li>• Facilitates and monitors the provision of an efficient, effective Customer Service meeting the needs of the General Public, Staff/Departments of Health New Zealand Nelson Marlborough.</li> <li>• Facilitates Service orientation and training for all new Team Members.</li> <li>• Act as a resource for Team Members within the Service.</li> <li>• Demonstrates leadership by actively pursuing own ongoing development.</li> </ul>
<b>Team Support and Development</b>	<ul style="list-style-type: none"> <li>• Develops an environment, which places a responsibility and accountability for decision making at the level closest to the</li> </ul>

	<p>situation, with provision of an appropriate level of supervision and direction.</p> <ul style="list-style-type: none"> <li>• Facilitates and provides leadership in developing the Team and individuals within the Team.</li> <li>• Provides constructive feedback to Staff ensuring that professional service delivery is of a consistent high standard.</li> <li>• Identifies and plans for training and ongoing development opportunities for staff.</li> <li>• Ensure positive culture is maintained and report to Manager Service Supply all issues when they arise.</li> <li>• Ensure all staff respond to calls, enquiries immediately and that they always maintain a courteous manner to all staff and general public.</li> <li>• Communicate and proactively strive for continuous improvement by holding regular Team meetings and individual one on ones.</li> </ul>
<b>Call Centre Duties</b>	<ul style="list-style-type: none"> <li>• Answers and responds to all telephone calls including emergency situations in a prompt and professional manner.</li> <li>• The Call Centre is the Hub of the Hospital everything starts and stops with the Call Centre.</li> <li>• Demonstrates knowledge of hospital procedure and department functions.</li> <li>• In accordance with the Service's procedures responds to the 7777/8888 calls, Duress Alarms including calling back up staff to the emergency as required.</li> <li>• In accordance with the Service's procedures is fully conversant with Fire Alarm Systems, Security Systems, Senior Duty Managers, Duty Nurse Managers and the Hospital Orderly Service, taking action when required.</li> <li>• Knowledge of the on-call rosters for all consultants, Registrars, House Officers and all afterhours on-call staff.</li> <li>• Demonstrates consideration to colleagues, accurately recording and passing on relevant information.</li> <li>• Update BCP ensuring it's available to all staff and utilised.</li> <li>• 30,000 calls per month.</li> <li>• Demonstrates knowledge of the outlying Hospital Structure and responds appropriately regarding enquiries for them.</li> <li>• Manage and resolve complaints and pass on as appropriate.</li> <li>• Troubleshoot problems and provide information.</li> <li>• Work collaboratively with Service Supply Manager and teams and the wider Health New Zealand Nelson Marlborough Staff.</li> </ul>
<b>Enquiries Kiosk</b>	<ul style="list-style-type: none"> <li>• Knowledge of all duties associated with the Enquiries Kiosk.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Other duties as negotiated with Manager Service Supply.</li> </ul>

<p><b>Te Tiriti o Waitangi</b></p>	<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>
<p><b>Equity</b></p>	<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>
<p><b>LEADERSHIP ROLES ONLY - Culture and People Leadership</b></p>	<ul style="list-style-type: none"> <li>• Leads, nurtures and develops our team to make them feel valued.</li> <li>• Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others.</li> <li>• Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally.</li> <li>• Implements and maintains People &amp; Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals.</li> <li>• Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained &amp; strengthened.</li> </ul>
<p><b>Innovation &amp; Improvement</b></p>	<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>
<p><b>Collaboration and Relationship Management</b></p>	<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</li> </ul>

	Māori and Pacific People are reflected in planning and delivery of services.
<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.</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>

**Matters which must be referred to the [insert title of reporting manager]**

- All issues and incidents
- Staff Welfare
- Notification of upcoming Communication outages

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Public and Patients</li> <li>• GP's</li> <li>• Consultants from other Hospitals</li> <li>• Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• All hospital staff</li> <li>• Inpatients</li> </ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Minimum of 3 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, Excel and Outlook with sound keyboarding skills a minimum requirement, be confident and competent with computer systems.
- Keep up to date with available information technology relevant to the position.
- Understands and complies with Health New Zealand 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 on 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.*