

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Clinical Administration Support
Reports to	Team Leader – Clinical Support Services
Location	Nelson
Department	Clinical Support Services
Date	24 July 2026
Salary band (indicative)ⁱ	Administration Workers Collective Agreement Band 5B, Step 1 to Step 6
Children's Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

- To provide comprehensive administration support to our Clinical Services Teams that enhances seamless patient flow through the hospital system
- Support the development of an integrated system by facilitating system improvement and communications across service areas and with agencies in the community, primary and tertiary care as well as with clinical services colleagues.
- 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.
- Ensure confidentiality of patient/service user information by supporting Health NZ and departmental policies and procedures.

Context that this position operates within:

Health New Zealand, Te Whatu Ora (Nelson Marlborough) is responsible for the effective delivery of health services to the people of Nelson, Tasman and Marlborough. This includes hospital-based services, community-based services and referrals to appropriate tertiary centres.

The aim of the Clinical Support Services department is to achieve commonalities in systems and efficiencies across a range of different disciplines. A holistic approach to integrating systems is required as Health New Zealand, Te Whatu Ora (Nelson Marlborough) faces several challenges including an aging population, financial pressures and maintaining base hospital services in Nelson and Wairau.

The management structure of Health New Zealand, Te Whatu Ora (Nelson Marlborough) comprises a range of departments of which the Clinical Services area is one, headed by a General Manager (GM). The GM is supported by several Service Managers, including the Service Manager (SM) - Clinical Support. Each of the areas must work closely to ensure there is a co-ordinated and effective health service across the district.

Key Result Area	Expected Outcomes / Performance Indicators
Reception	• To provide a friendly and informed initial contact with public, patients/service users and staff. • To deliver a quality front line service providing a prompt and efficient response to counter & telephone enquiries in a friendly and courteous manner. • Messages are taken accurately, delivered promptly and sufficiently detailed to allow an informed response. • Direct enquires to appropriate personnel. • Check patient demographics on arrival and update as needed in our patient administration system (PAS). • Liaise with telephone operators, orderlies, security and Management/Team Leader during the occurrence of any security issues.
General Office Administration	• General administration duties are undertaken in a confidential, professional and efficient manner. • Action incoming/ outgoing mail and distribute to appropriate person/ place. • Digital transcription of medical documents is completed within required timeframes (if applicable). • Maintain desk file specific to the service (Standard Operating procedures) and process maps. • Photocopying and distributing of documents . • Order supplies/ stationery as requested (if applicable). • Loose filing is collated and sent to medical records observing correct processes. • Ability to provide cross cover within any department or ward to meet organisational or patient needs. • Undertake projects and any other relevant work discussed with the Team Leader. • Carry out all duties safely.
Role specific	• Maintain our Patient Administration System (PAS) by ensuring data collection is captured accurately, is timely and auditable • Service delivery is provided in a safe, timely and equitable manner • Strick adherence to National/ Regional Outpatient Waiting List Management Guidelines to meet Health Targets

	○ Clinical urgency categories (timeframes) ○ Booking tools ○ Cancellations, missed appointments/ Suspensions/ Validation • Develop and maintain a comprehensive understanding of Planned Care timeframes/ processes: ○ Appointments/ procedures are scheduled within agreed timeframes according to clinical prioritisation/ instructions ○ Patients are notified of appointments/ procedures in a timely and coordinated manner and provided with correct instructions/ information relevant to the appointment/ procedure through approved channels of communication ○ Work practises are patient-centred to ensure minimum inconvenience to the patient/ Whanau ○ Clinic/ theatre session changes are actioned quickly and methodically and patients notified where applicable ○ End of day processes are completed ensuring follow up actions are captured appropriately ○ Daily/ weekly monitoring of patient flow is adhered to utilising available tools ○ Data checks are kept to a minimum and actioned immediately upon identification • Automated patient appointment reminders are communicated through approved platform of etxt. • Ensure appropriate clinical paperwork is available prior to clinics/ theatre sessions and collected following to complete end of day process.
Professional Development	• Participation in annual performance review process including review of performance goals and identification of areas for professional development.
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.
Other	• Associated systems to support administration functions. • Comply with the Privacy Act 1993, Health Information Code 1994, Clinical Records Policy and Procedures and Health NZ Procedures.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.

Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
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.

- Nil

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Nil

Relationships

External	Internal
• Patients/Public • GP's • Other Hospitals • Visiting Clinicians • Partnership Organisations (where applicable).	• Service Users • Clinicians • Other Health NZ Staff

About you – to succeed in this role

You will have

Essential:

- A high standard of oral and written communication skills, able to communicate effectively with a wide range of health professionals.
- Good organisational skills with ability to manage a busy

workload that requires constant prioritising to meet deadlines.

- Fast accurate computer and data entry skills.
- Ability to show initiative and work unsupervised with a high degree of motivation.
- Strong attention to detail and accuracy.
- Flexibility and willingness to undertake new tasks.
- Intermediate knowledge of Microsoft Office applications e.g. Word, Excel and Outlook.
- Proven ability to be sensitive to the needs of all patients and public regardless of need or cultural background.
- A strong focus on excellent customer service delivery.
- Pleasant disposition, sense of humour and present yourself in professionally manner.
- Ability to work closely with staff at all levels of the organisation and within a multidisciplinary team with a high degree of co-operation to develop good working relationships.
- “Can do” attitude, be versatile, innovative and possess the ability to adapt within a changing environment.

Desired:

- NCEA Level 2 English and Maths.
- Medical Terminology qualification advantageous.
- Familiarity with health systems and terminology would be an advantage but not essential.
- Digital dictation and transcription experience.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies. i

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.