

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	Data Entry Administrator – Mental Health & Addictions
Reports to	Team Leader – Mental Health Addictions & Disability Support Services
Location	Nelson
Department	Mental Health & Addictions
Date	05 August 2026
Salary band (indicative)ⁱ	Administration Workers Collective Agreement Band 3C Step 1 to Step 5
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:

- Provide functional administration and related support services for Nelson Marlborough Health clinical applications as defined by the team leader.
- Carry out application data entry for a number of systems.
- Develop and maintain positive working relationships with application users, the reporting and data analysis team and stakeholders.

Key Result Area	Expected Outcomes / Performance Indicators
Service Operation: Data Entry Delivery quality data entry services using Health NZ Clinical	• Data is entered into systems accurately and in a timely manner. • Data is available when needed to ensure effective data analysis and reporting services. • Patient privacy is maintained at all times in the management of both paper and electronic records.

Information Systems	
Problem Solving	• Maintain a knowledge base of known application problems, solutions and if applicable any available workarounds. • Assist end-users with data entry and data analysis problems.
Continual Service Improvement	• Participate in service improvement initiatives with clinical areas that are using supported clinical and business applications. • Assist with reviews and audits of data quality and works with clinical/business areas on corrective action. • A quality customer focused service is provided at all times, using best practice.
Professional Development	• Participates in annual performance reviews and process of performance goals and identifying areas for professional development.
General	• Other duties as negotiated with your Manager.
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
• NA	• MHA Operations Manager and Team Leader • MHA Clinical and Administration staff • MHA Reporting and Data Analysis team

About you – to succeed in this role

You will have

Essential:

Qualifications

- NCEA Level 2 English and Maths (advantageous)
- Proficient touch typing skills required
- Working knowledge of information systems usage
- Data entry and applications / system administration
- Current NZ driver's licence
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Knowledge and Skills

- Fast and accurate computer, word processing and data entry skills.
- Ability to use initiative and work unsupervised
- Ability to effectively manage data entry and functional application administration
- Ability to prioritise work to ensure timely delivery
- Be able to show attention to detail and accuracy
- Flexibility and willingness to undertake new tasks
- Excellent communication skills
- Intermediate/advanced knowledge of Microsoft Office applications
- Keeps up-to-date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.

Personal Attributes

- A high level of personal initiative, and motivation .
- Be professionally presented .
- Adheres to confidentiality requirements .
- Excellence in customer focused service delivery.
- Ability to work well within a team.
- Ability to function under pressure.

Desired:

- Health Sector 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:

- Nil

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.