

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	Telephone Operator
Reports to	Team Leader – Call Centre
Location	Nelson
Department	Call Centre
Date	24 July 2026
Salary band (indicative)ⁱ	Administration Workers Collective Agreement Band 2 Step 1-3
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 a prompt, efficient and effective telephonist service to the public at large, and all staff and departments within Health NZ Nelson Marlborough.

Key Result Area	Expected Outcomes / Performance Indicators
Emergency duties Emergency systems have priority over all other matters	• Answer Emergency calls for both Nelson & Wairau Hospitals. • Activation of the correct Management Teams for a Major Incident. • Provide correct information & notifications to Trauma teams. • Knowledge and understanding of Emergency Services. • Timely retrieval of correct information to prevent time delays in responding to Cardiac Arrest notifications. • Action Duress/Security calls or alarms. • Action Helicopter alerts, providing correct information and notifications to staff for helicopter landings.

Telephone duties To always answer and deal with all calls and emergency situations in a prompt and professional manner. To co-ordinate all services and provide accurate information at all times. Processing after hour callouts for staff from various areas of the hospital and other emergency services such as Police, Fire, Ambulance	• All duties are completed at the appropriate time and within the time allocated. • Gain a good knowledge of the organisation's locations, key personnel and their contact numbers are demonstrated. • A good knowledge of agencies in the Health Care field. • Calls are answered promptly as possible in a friendly, polite and helpful manner and calls correctly re-directed. • Accurate retrieval and forwarding of information. • Always maintain staff and patient confidentiality. • Give an efficient and helpful back-up to those departments who require it. • Gain a good understanding and knowledge of all aspects of technology within the Communications Centre. • Follow policy and procedures for Patients, GP's and on call Staff. • Perform any other duties in connection with communications in an approachable and helpful manner.
Security and Alarms	• Monitor security cameras. • Gain a sound knowledge of the Gallagher Duress Security system. • Maintaining the locked key cabinet and providing the correct keys to workman both on and off site, and staff daily. • Monitor Security Alarms for both hospitals and off-site offices. • Monitor Fire Alarms and systems. • Available for testing of Duress Alarms, internal and external, on a regular basis.
Quality Improvement	• A quality, customer-focused service is always provided, which follows best practice. • Participation in quality improvement processes in your area of work.
Professional Development	• Participation in annual performance review process including review of performance goals and identification of areas for professional development.
General	• After hours, reception duties for hospital departments and patient enquiries. • Generating the daily On Call rosters for the hospital.

	• Holding and maintaining accurate information relevant to all On Call staff working around the clock 24/7. • 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.

•

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.
- All issues, incidents.

Relationships

External	Internal
• Public and patients • GP's • Consultants from other Hospitals • Contractors	• Hospital staff • Inpatients

About you – to succeed in this role

You will have

Essential:

- Intermediate knowledge of Microsoft Office applications i.e.: Word, and Outlook with sound keyboarding skills a minimum requirement, need to be confident and competent with computer systems.
 - Keeps up to date with available information technology relevant to position.
 - Understands and complies with Health NZ Information Technology policies.
 - Knowledge of Hospital procedures could be an asset.
 - Clear and concise verbal and written communication skills.
 - Attention to detail.
 - Ability to work under pressure.
 - Ability to multi-task.
 - Good listening skills.
 - Teamwork.
 - Sound judgement.
 - Stress tolerance.
 - Resilience.
 - 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 at all levels of the organization.
 - 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:

- Knowledge of telecommunication systems (desirable but not essential)
- Knowledge of emergency services and procedures

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.

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.