

# 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.*

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|---------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>Title</b>                                | Regional Administrator<br>FIT for symptomatic Pathway and Colonoscopy<br>(Fixed term until 30 June 2027)   |
| <b>Reports to</b>                           | Team Leader – Clinical Support Services                                                                    |
| <b>Location</b>                             | Nelson                                                                                                     |
| <b>Department</b>                           | Regional                                                                                                   |
| <b>Date</b>                                 | 05 October 2026                                                                                            |
| <b>Salary band (indicative)<sup>i</sup></b> | National Health Administration Workers Collective Agreement<br>Band 4, Step 1 (pro rata for hours worked). |
| <b>Children's Worker role<sup>ii</sup></b>  | 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 administrative coordination and patient engagement support for the FIT (Faecal Immunochemical Test) pathway and regional colonoscopy waitlists. This includes ensuring referrals, patient tracking, and results are processed accurately and in a timely manner, alongside proactive patient contact and follow-up.

The role combines administrative coordination with high-volume patient communication, requiring regular outbound phone contact to support patients through the FIT pathway, improve participation, and contribute to equitable health outcomes.

The position plays a key role in ensuring patients are informed, supported, and actively engaged throughout the pathway, particularly those requiring additional follow-up.

Waitlist Validation of existing Regional Colonoscopy waitlists and other tasks reasonably requested by your line manager pertaining to Regional Colonoscopy.

The role may require some flexibility regarding working arrangements; this may include occasional working from home and/ or availability to work evenings and weekends to support contact with hard-to-reach patients, as directed by the line manager.

| <b>Key Result Area</b>                                            | <b>Expected Outcomes / Performance Indicators</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Data Entry &amp; referral Administration</b>                   | <ul style="list-style-type: none"> <li>• Accurately enter and update patient referral details in: <ul style="list-style-type: none"> <li>○ ECA/PMS systems</li> <li>○ Tracking spreadsheets</li> </ul> </li> <li>• Ensure referrals are coded correctly.</li> <li>• FIT Kit pathway comments updated.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>FIT for symptomatic (FSR) Support</b>                          | <ul style="list-style-type: none"> <li>• Update the FSR Register daily with: <ul style="list-style-type: none"> <li>○ New patient records</li> <li>○ Status updates</li> </ul> </li> <li>• Assist with initiating FIT kit sending processes.</li> <li>• Maintain accurate and up-to-date records.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Results Processing &amp; Record Management (Routine Tasks)</b> | <ul style="list-style-type: none"> <li>• Monitor for incoming results under guidance.</li> <li>• Record results (NEG / POS / HIGH POS) in: <ul style="list-style-type: none"> <li>○ Spreadsheet</li> <li>○ FSR register</li> <li>○ Communicating results with service administrators that require further action e.g. high positive, positive and FSA outcomes.</li> </ul> </li> <li>• Prepare patient lists for result letters.</li> <li>• Escalate unusual or unclear results to senior staff.</li> <li>• The role does not provide clinical advice or undertake clinical interpretation of FIT results. Clinical queries, abnormal results requiring clinical assessment, and patient concerns outside the administrator's scope must be escalated in accordance with the relevant SOP.</li> </ul> |
| <b>Workflow Support</b>                                           | <ul style="list-style-type: none"> <li>• Assist with daily administrative tasks including: <ul style="list-style-type: none"> <li>○ Checking FSR register queues</li> <li>○ Updating ECA/ PMS systems</li> <li>○ Updating spreadsheets</li> <li>○ Preparing worklists</li> </ul> </li> <li>• Follow established standard operating procedure (SOP) processes consistently.</li> <li>• Support patient follow-up workflows, including identifying and actioning patients requiring additional contact.</li> </ul>                                                                                                                                                                                                                                                                                      |
| <b>Exception Handling (Basic)</b>                                 | <ul style="list-style-type: none"> <li>• Identify and record: <ul style="list-style-type: none"> <li>○ Error/spoilt test results</li> <li>○ Patient declines</li> <li>○ Missing results</li> </ul> </li> <li>• Escalate issues to senior staff (e.g., Surgical Booker or Booking Manager).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| <b>Communication</b>                         | <ul style="list-style-type: none"> <li>• Demonstrate a confident, professional and empathetic phone manner when engaging with patients.</li> <li>• Build rapport quickly and effectively with people from a wide range of backgrounds.</li> <li>• Communicate sensitive health information clearly, respectfully, and in a patient-centred manner.</li> <li>• Manage potentially difficult or hesitant conversations with professionalism and care.</li> <li>• Provide accurate and timely updates to booking teams, administrators, and clinical staff.</li> <li>• Maintain confidentiality and professionalism in all interactions.</li> </ul>                                                                                                                                                                                                                                                              |
| <b>Patient Contact &amp; Engagement</b>      | <ul style="list-style-type: none"> <li>• Proactively contact patients enrolled in the FIT pathway via telephone to support participation and understanding of the process.</li> <li>• Undertake multiple contact attempts (e.g. up to 3–5) where required to successfully engage patients.</li> <li>• Clearly explain the FIT pathway, next steps, and expectations in a way that is easy to understand.</li> <li>• Tailor communication to meet the needs of diverse populations, including Māori, Pacific, rural, high deprivation, and patients with disabilities.</li> <li>• Use appropriate supports where required (e.g. interpreters, whānau/family contact, GP liaison).</li> <li>• Accurately document all contact attempts and outcomes within the FSR or relevant systems.</li> <li>• Identify and escalate risks such as non-response, patient concerns, or barriers to participation.</li> </ul> |
| <b>Key Performance Indicators (KPI's)</b>    | <ul style="list-style-type: none"> <li>• Accuracy of data entry and system updates.</li> <li>• Timely completion of assigned daily tasks.</li> <li>• Compliance with SOPs and processes.</li> <li>• Minimal data errors or omissions.</li> <li>• Escalation of issues within appropriate timeframes.</li> <li>• Quality and effectiveness of patient phone interactions.</li> <li>• Timeliness and completeness of patient follow-up contact.</li> <li>• Accuracy of documentation of contact attempts and outcomes.</li> <li>• Contribution to equitable patient engagement and pathway completion.</li> </ul>                                                                                                                                                                                                                                                                                               |
| <b>Regional Colonoscopy Waitlist Support</b> | <ul style="list-style-type: none"> <li>• Support validation of regional colonoscopy waitlists to ensure patient information and waiting list status are accurate and current.</li> <li>• Contact patients as required to confirm ongoing need, availability and relevant administrative information.</li> <li>• Update patient management systems and regional tracking tools following validation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|                             | <ul style="list-style-type: none"> <li>Identify discrepancies, patients requiring clinical review, or other issues and escalate these appropriately.</li> <li>Support regional initiatives to improve waitlist accuracy, patient flow and timely access to colonoscopy.</li> <li>Undertake other regional colonoscopy administrative activities as directed by the line manager.</li> </ul>                                                                                                                                                                                                               |
| <b>Key Result Area</b>      | <b>Expected Outcomes / Performance Indicators</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</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.</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 your manager**

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Patient safety concerns or clinical queries.
- Patient complaints, significant distress or concerns that cannot be resolved within the scope of the role.
- Unusual, unclear or unexpected results or pathway information.
- Significant delays or barriers affecting a patient's progression through the pathway.
- Privacy, confidentiality or information security concerns.
- Recurring system, process or data quality issues.
- Workload or capacity issues that may affect delivery of required pathway activities.

Any matter outside the delegated authority or scope of the role.

## Relationships

| External                                                                                                         | Internal                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Māori and Pacific providers</li> <li>• General Practitioners</li> </ul> | <ul style="list-style-type: none"> <li>• Regional Project Lead FIT for Symptomatic and Colonoscopy</li> <li>• Regional Clinical Lead FIT for Symptomatic and Planned Care</li> <li>• Service Managers</li> <li>• Regional Admin Team leaders</li> <li>• The Wider Regional Admin team</li> </ul> |

## About you – to succeed in this role

### You will have

#### Essential:

- Previous administrative or data entry experience.
- Good attention to detail and accuracy.
- Intermediate computer skills (e.g., Microsoft Excel, data systems).
- Ability to follow structured processes and instructions.
- Strong telephone communication skills with a patient-centred approach.
- Confidence managing high-volume outbound calling.
- Ability to communicate clearly with people from diverse cultural and social backgrounds.
- Demonstrated ability to show empathy and build trust quickly over the phone.

#### Desired:

- Experience in healthcare administration.
- Familiarity with PMS/ECA systems.
- Understanding of referral or outpatient processes.

### 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.

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<sup>i</sup> 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.

<sup>ii</sup> 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.