

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	Administrative Support – Receptionist
Reports to	Team leader, Community Oral Health Service
Location	Nelson, Stoke or Richmond
Department	Community Oral Health Service
Date	11 September 2026
Salary band (indicative)ⁱ	PSA 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 an efficient reception/ clerical/administration service for the assigned clinic.
- Assist with patient flow through the Community Oral Health clinics to ensure, equitable access to services.]
- Collaborate across hubs in reception/clerical/administration activities to achieve an integrated 'whole of service' approach.

Administrative Support – Receptionists work with whānau and collaboratively with the Community Oral Health Service teams to ensure the Community Oral Health Service provides timely, equitable and caring services that support the health of our tamariki.

The position is central to the Community Oral Health service, often providing the first point of contact whānau have with our service and the face and voice of the service. The position ensures the smooth flow of work activity across the oral health hub.

Key Result Area	Expected Outcomes / Performance Indicators
Patient Flow	• Appointments are made to meet service criteria and current specified priorities of the service.

General Administration duties are undertaken in a confidential, professional and efficient manner.	• Actively support whanau to equitably enter and access the Community Oral Health service and transition to other Oral Health Services. • Bookings are made within expected time frames and according to clinician's instructions for future visits. • Clinics are booked to ensure maximum utilisation of clinic availability, according to clinician requirements and service directives. • Patients are notified of appointments within acceptable time frames and are provided with instructions and information appropriate to specific clinics. • Wait Lists, Annual appointments and pending 'no appointments' processed according to service. • Titanium system is maintained in relation clerical requirements for clinical records to be available to meet the needs of the service. • Undertake other patient flow activities as required by the Team Leader or a delegated person.
Reception Telephone duties and enquiries. To provide a friendly and informed initial contact with public, patients and staff.	• Receive patients, whanau/family members, visitors and telephone callers in a friendly, welcoming and courteous manner. • Provide friendly, courteous, prompt and efficient assistance to counter & telephone enquiries. • Screen and direct enquiries to appropriate personnel, answer routine enquiries. • Take accurate messages and ensure they are delivered promptly and in sufficient detail to allow an informed response. • Check patient current details on arrival and update as needed in Practice Management System. • Undertake COVID19 initial Screening processes by phone and on arrival. • Maintain the waiting room environment according to requirements of the service.
Data Management Ensure the Practice Management System is updated appropriately.	• Registration, data entry and maintenance of Patient Management System is efficiently maintained ensuring accurate recording of all patient data. • Update and maintain any databases specific to unit. • Ensure clinic sheets are ready for each daily clinic. • Process clinic sheets on a daily basis, ensuring follow up appointments are made and correct resource procedures loaded. • Case up patient charts in correct order into clinical record (where applicable) • Provide reporting of hub activity as directed. • Maintains and understanding of and complies with NMH Information Technology policies. • Order supplies as requested or required. • Participate actively in maintaining efficient office processes.

General Office Administration Maintain the office correspondence and communication.	• Proactive communication with all members of the COHS team ensuring advisors, managers and colleague receive relevant information in a timely manner. • Open all incoming mail and distribute to appropriate person/place. • Trace and action returned mail. • Change and rebook all appointments as and when required notifying patients of change. • Print daily clinic sheets. • Ensure clinical records are available within acceptable time frames. • Organise diagnostic appointments as necessary. • Collaborate in desk file for the service and hub. • Photocopying and distributing documents. • Participate effectively in regular team meetings.
Other Duties Quality Improvement Professional Development Other duties as requested by your Manager.	• A quality, customer-focused service is provided at all times, which follows best practice requirements. • Actively participates in quality improvement processes in your area of work. • Participates in annual performance review process including review of performance goals and identification of areas for professional development. • Other relevant duties as requested.

Key Result Area	Expected Outcomes / Performance Indicators
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.

Relationships

External	Internal
- Te Piki Oranga - Nelson Tasman Pasifika Trust - Families and whanau - Schools	- Clinical and Management teams - Other Community Oral Health Service staff - Adolescent Oral Health Coordinators - Health NZ Secondary Service Dental Department

About you – to succeed in this role

You will have

Essential:

- Previous clerical support/ reception experience preferred.
- High level communication skills, able to communicate effectively with a wide range of health professionals.
- Good organisational skills and ability to prioritise.
- Fast accurate computer and data entry skills.
- Intermediate knowledge of Microsoft Office applications, i.e. Word, Excel, PowerPoint and Outlook.
- Keeps up to date with relevant and information technology.
- Maintains understanding and complies with Health NZ and COHS policies and procedures.
- Ability to use initiative and work unsupervised.
- Be able to show attention to detail and accuracy.
- Flexibility and willingness to learn and undertake new tasks.
- Ability to prioritise work and manage a busy work load.

- High standard of oral and written communication skills.
- Have an understanding of equity and cultural safety requirements and The Treaty of Waitangi obligations.
- Be sensitive and respectful to the needs of all patients, whanau/families and members of the public.
- Have demonstrated strong customer service orientation.
- A high level of personal initiative, and motivation.
- Be professional in presentation and conduct.
- Mental and physical health status appropriate to the position.
- Demonstrated ability to show initiative and motivation.
- Be able to work/liaise closely with staff at all levels of the organisation.
- Ability to work under pressure, constantly prioritising as deadlines change.
- Adheres to confidentiality requirements.
- Ability to work collaboratively and positively within a multi-disciplinary team, with a high degree of diplomacy and co-operation to develop good working relationships.
- Versatile, innovative and possess the ability to adapt within a changing environment.

Desired:

- Previous clerical support/reception experience preferred.
- NCEA Level 2 English and Maths (or equivalent) advantageous.

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.