

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Clinical Administration Support
Reports to	Team Leader – Clinical Support Services
Location	
Department	Clinical Support Services
Date	October 2026
Salary band (indicative)	Administration Workers Collective Agreement Band 5B, Step 1 to Step 6
Children's Worker role	Non-Children's Worker

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:

- Work closely with Team Leaders, Clinical Managers, Triaging Clinicians to ensure waitlists and appointments are managed in accordance with Health New Zealand standards and Ministry of Health targets.
- Be responsible for coordinating patient bookings, managing patient workflows and accurate patient information, and supporting efficient service delivery across clinical services.

Key Result Area	Expected Outcomes / Performance Indicators
Waitlist and Patient Flow Management	<ul style="list-style-type: none"> • Load referrals where required and manage waitlists in accordance with current waitlist management guidelines. • Ensure all patient information is entered accurately and promptly into the appropriate patient management systems. • Book appointments according to prioritisation guidelines to ensure compliance with Ministry of Health targets. • Maximise utilisation of clinic/theatre capacity by proactively filling vacant slots, and/or rescheduling patients where required. • Patients notified of appointments within acceptable time frames, provided instructions and information in line with current guidelines.

	<ul style="list-style-type: none"> Follow established processes to optimise patient attendance. Liaise with clinicians and/or Team Leaders regarding all clinical queries (e.g. re-prioritisation). Process clinic outcomes daily, ensuring required actions are completed.
Data Management	<ul style="list-style-type: none"> Understanding and utilising tools to conduct regular data validation checks to identify: <ul style="list-style-type: none"> Waitlist accuracy Lapsed appointments Duplicates Missed appointments (previously referred to as DNAs) Suspensions Perform regular waitlist validation checks to maintain data hygiene
Customer Service (Internal/ External)	<ul style="list-style-type: none"> To provide a quality first point of contact service. Welcome patients and visitors professionally and guide them appropriately. To provide friendly and courteous service, across all communication channels, to all stakeholders. Screen and direct enquiries to appropriate personnel. Respond to all enquiries promptly and efficiently. Verify and update patient demographic information. Checking eligibility for publicly funded healthcare. Maintain patient privacy and confidentiality at all times. Escalate concerns regarding unwell or vulnerable patients to clinical staff promptly. Understanding deescalation practices, notifying appropriate stakeholders as required for support.
General Administration	<ul style="list-style-type: none"> Comply with the Privacy Act 1993 to ensure confidentiality is maintained at all times. All enquiries and requests from internal and external stakeholders are responded to promptly and appropriate action taken. Open all incoming mail and distribute to appropriate person/place. Maintain loose filing in clinical records. Organising paper records and digitising files where required Organising diagnostic appointments as necessary. Maintain desk file for department. Maintain Digital Dictation Standards as required and directed. Participating in training needs analysis and undertake identified learning development and career opportunities. Participate in regular team meetings. Order supplies as requested or required. Participate actively in office housekeeping duties. Duties that may be in addition to those outlined above but fall within your capabilities and experience are undertaken from time to time. Administrative cross-cover is provided to other services during periods of leave, illness, or high workload volumes when required. Requests for assistance in own or other areas are responded to positively demonstrating adaptability and willingness to contribute

	<p>to team outcomes.</p> <ul style="list-style-type: none"> • Other duties as required.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Conduct in the workplace demonstrates organisational values • Effective working relationships are maintained with staff from other departments • Good public relations and communication skills are always practiced. Communication is clear, open, accurate and responsible. • Communicate clearly and proactively seeks feedback. • Contribute to a supportive work environment to create a high functioning service
Professional Development	<ul style="list-style-type: none"> • Participation in performance review process including review of performance goals and identification of areas for professional development.
Access & Outcomes	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. <p>Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</p>
Health & safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 **TEAM LEADER – CLINICAL SUPPORT SERVICES**

- **Operational issues outside standard procedures**
Any requests or situations that fall outside established policies, processes or delegated authority
- **Sensitive or confidential matters**
Issues involving staff concerns, complaints, disciplinary matters or confidential organisational information
- **Customer or stakeholder complaints**
Formal complaints, escalations, or situations that may impact reputation or relationships
- **Health, safety, and wellbeing concerns**
Any incidents, hazard or risks that could affect staff or visitors
- **System access or data issues**
Problems with access rights, data integrity or potential privacy concerns
- **Deadline or workload constraints**
When priorities conflict or deadlines cannot be met without guidance or reprioritisation
- **Requests for exceptions or approvals**
Any need to deviate from established processes or policies

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and their whanau • GP's • Health New Zealand employees at other regional and interdistrict sites • Primary Health Care providers 	<ul style="list-style-type: none"> • All clinical and non-clinical staff and contractors

About you – to succeed in this role

You will have

Essential:

- Excellent customer service skills, people focused.
- Adheres to confidentiality requirements.
- A team player, is flexible, always ready to help, take on new tasks and support colleagues.
- Technically savvy, quick at picking up new applications/systems.
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel and Outlook.
- Fast accurate computer and data entry skills.
- Organisational, time management and problem-solving skills.
- Ability to achieve accuracy and maintain attention to detail.

- Ability to use initiative, prioritise workload to meet deadlines, and work unsupervised.
- The ability to adapt within a changing environment.
- High standard of oral and written communication skills.
- Be sensitive to the needs of all patients and public regardless of need or cultural background.
- Be professionally presented.
- Mental and physical health status appropriate to the position.
- Pleasant disposition, sense of humour and ability to work with a high degree of diplomacy and co-operation and able to develop good working relationships.

Desired:

- Awareness of differing cultural backgrounds.
- Familiarity with health systems and terminology would be an advantage but not essential.
- Broad administrative 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:

- Have an understanding of Te Tiriti o Waitangi.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement, you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*