Health New Zealand
Te Whatu Ora

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	Clinical Administration Support
Reports to	Service Manager – Community Services & Rural Hospital
Location	281 Queen street, Richmond
Department	Community Services & Rural Hospital
Date	19 November 2026
Salary band (indicative)[i]	Administration Workers Collective Agreement Band 3, Step 1 to Step 5
Children's Worker role[ii]	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:

- 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
Administration	• Enhance patient flows. • General administration duties are undertaken in a confidential professional and efficient manner. • Appointments are made in a timely and coordinated manner. • Clinical appointment times meet elective services criteria . • Clinical records are available to meet the needs of the unit
Reception	• To provide a friendly and informed initial contact with public, patients and staff. • Telephone duties and enquiries. • To provide friendly and courteous response to counter &

	telephone enquiries promptly and efficiently. • Visitors and telephone callers receive a friendly, welcoming and courteous service. • Messages are taken accurately, delivered promptly and sufficiently detailed to allow an informed response. • To provide a quality front line service. • Screen and direct enquiries to appropriate personnel, answer routine enquiries. • Check patient current details on arrival and update as needed in PMS.
Data Management	• Data entry and maintenance of Patient Management System. • Ensure accurate recording of patient data – registration/demographics . • Loading of unit specific data on daily basis e.g. ACC45. • Wait list referrals. • Update and maintain any data bases specific to unit. • Arrange appointments meeting departmental criteria. • CD management (where applicable). • Ensure appropriate information is available to other departments. • Load referrals, find notes if appropriate for Consultant for triaging. • Update triage status and maintain reports with acceptable time frame. • Notify patient of waiting time for appointment. • Arrange and book all clinics and ensure correct number of patients are in each clinic according to clinician specification. • Have appointments ready for end of day mail. • Appointments booked within time frames according to prioritisation and clinicians instructions. • Patients notified of appointments within acceptable time frames, provide instructions and information appropriate to specific clinics. • Book medical procedures (where applicable). • Book preadmission appointments and process (where applicable). • Co-ordinate, amend and distribute lists and schedules applicable to the Unit i.e. Theatre. • 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. • Update Unit register and patient layout form (where applicable) • Maintain Wait List by specialty. • Case up patient charts in correct order into clinical record (where applicable). • Maintain Digital Dictation Standards as required and directed. • Register and organise documentation for overseas visitors ensuring appropriate charges for invoicing.

General Office Administration	• Open all incoming mail and distribute to appropriate person/place. • Trace and action returned mail. • Competent with Dictaphone typing/digital dictation (if applicable). • Change and rebook all clinics as and when required notifying patients of change as necessary. • Print daily clinic sheets for clinics. • Print expected admission list. • Print Theatre list (where applicable). • Maintain chart tracking. • Process clinics daily ensuring correct resource procedures loaded. • Ensure clinic sheets are faxed to visiting consultants prior to clinic date. • Ensure clinical records are available within acceptable time frames for clinics. • Maintain loose filing in clinical records. • Phone DNA patients before making another appointment. • Maintain annual appointments. • Maintain pending no appointments. • Organise diagnostic appointments as necessary. • Time frames for FSA are monitored . • Maintain desk file for department. • Photocopying and distributing documents as required. • Maintain chart tracking. • Familiar with Winscribe to download dictation for Typists.
Professional Development	• Participation in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	• A quality, customer-focused service is provided at all times, which follows best practice. • Participation in quality improvement processes in your area of work.
General	• Other duties as negotiated with your Manager. • Undertake general clerical duties within the department as required. • Undertake projects and any other relevant work discussed with the Department Lead. • Participate 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. • Move across clerical zones as required.

Other	• Associated systems to support the clerical functions. • Desk files (Standard Operating procedures) and process maps. • Comply with the Privacy Act 1993, Health Information Code 1994, Clinical Records Policy and Procedures and Health NZ Procedures . • Carry out all duties safely .
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.
- [**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
• Patients and their whanau • GP's • Health New Zealand employees at other regional and interdistrict sites • Primary Health Care providers	• 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 back ground.
- 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.

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[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.