

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	Casual Ward Administrator
Reports to	Patient Admin Support Manager
Location	Lower Hutt
Department	Clinical Records
Date	01/06/2026
Salary band (indicative)ⁱ	67,943 to 77,141
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:

The Ward Administrator provides high-quality administrative, clerical and reception support to ensure efficient ward operations, accurate patient information, and effective communication across the multidisciplinary team.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> Telephone and reception duties are attended to promptly and pleasantly
	<ul style="list-style-type: none"> Messages are taken accurately and are passed to relevant staff members in a timely manner
	<ul style="list-style-type: none"> The unit co-ordinator is kept informed of any messages that may impact on the running of the ward. Transport arrangements are made for patients attending clinics, diagnostic procedures and other hospitals when appropriate. Requests for equipment repair and maintenance is made promptly after appropriate approval is sought. A professional, pleasant and calm manner is maintained at all times ensuring that the ward environment is welcoming to all. Admission/Discharge requirements are met and notes are compiled and updated in a timely manner.

	<ul style="list-style-type: none"> • Admission forms etc, are accurately completed. • Allocation boards outside rooms are updated twice daily. • Filing is kept up to date.. • Mail is appropriately and promptly sorted. • Emails (eg discharge summaries/scripts going to Aged Care Facilities) are sent on request of ward staff.
Access and 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. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Access and 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.
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.
	<ul style="list-style-type: none"> •

Matters which must be referred to your manager

- Complaints or concerns to escalate to manager

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients • Whanau • Ambulance Services • GP's • Aged Care Facilities • 	<ul style="list-style-type: none"> • Clinical Nurse Manager • Nursing Staff • Medical Teams • Allied Health • Orderlies

About you – to succeed in this role

You will have

Essential:

- Highly organised and adaptable, with the ability to thrive in a busy healthcare environment.
- Excellent communication and customer service skills, maintaining a professional and friendly approach.
- Able to remain calm under pressure while managing multiple priorities effectively.
- Strong administrative skills, keen attention to detail, and confidence using computer systems.
- Experience in healthcare, reception, or administration is advantageous, with the ability to work collaboratively in a multidisciplinary team.

Desired:

Previous experience in a healthcare or hospital administration setting.

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:

- [Demonstrated ability to work proactively, take initiative, and contribute positively to team and service objectives.]

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.