

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	Administration/Clerical Support
Reports to	Administration Team Leader
Location	Lower Hutt
Department	Emergency Department
Date	21-07-2026
Salary band (indicative)ⁱ	As per PSA National Administration & Clerical Pay Structure – Band 3
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:

Being our best and demonstrating excellent front of Whare, patient focused care, working with our patients relatives and community in a cohesive and inclusive environment, that provide efficient and helpful reception and administration services for all visits, admissions, transfers, and discharges from the Emergency Department. The role encourages you to be actively involved with the department and wider teams to enhance the patient's experience. Working collaboratively with other parts of the hospital, in the provision of clerical support through the timely response to customer needs and effective and efficient co-ordination of administrative duties.

Key Result Area	Expected Outcomes / Performance Indicators
Customer Focus	- To enhance and maintain an atmosphere which allows for mutual respect and co-operation between health care workers, patients and their relatives and other visitors - To provide reception and administration support to both clinical staff and patients to ensure that patient flow through the department is smooth and in a timely manner

	• A high level of effective and courteous communications between staff, patients and customers and external agencies. • If not ED patients, they are courteously directed to appropriate parts of the hospital. • ED standards on staff presentation and conduct are followed. • The reception area and waiting room is tidy and clean at all times. • Demonstrates excellent customer service skills in a critical, acute setting and is committed to delivering a quality focused service. • Provides a customer focused reception function to ED and other parts of the hospital. • Messages are taken accurately and communicated promptly to the correct person • Ensure costing are obtained for Non-Resident patients • Professional telephone service • To ensure patient documents are forwarded to the appropriate areas upon request
Relationship Management	• Acts as first point of contact for all ED attendees • Deals with any difficult admissions and liaises with Orderlies regarding any security concerns • Develops effective networks and relationships in the hospital • Immediately notifies nursing staff that a patient is present. • Ensures that patients are not placed in the waiting room until a triage assessment is performed by nursing staff. • Assists patients to complete registration form. • Registration details are accurately entered and updated in the computer system. • Checks that there is no previous hospital number for the patient. • Assists patients/family to complete ACC paperwork as necessary. • Makes up a patient pack of sticky labels for medical staff. • Relevant medical notes/files are collected and available to medical staff. • Completes non-resident forms as appropriate, and advises Finance on billing arrangements. • E-lodges ACC forms. • Ensures that appropriate registration, admission and discharge procedures are undertaken • Either completes or assists patients/family to complete admission form. • Admission details are accurately entered and updated in the computer system. • Makes up a patient pack of sticky labels for medical staff. • Relevant medical notes/files are collected and available to medical staff. • Completes non-resident forms as appropriate, and advises Finance on billing arrangements. • All relevant customer information is filed as appropriate. • Completes medial record tracking process as appropriate.

Medical Records	• All medical records are tracked in the WebPAS system if they are moving to another location • Forwards copies of all documents and medical results/notes/ x-ray reports/assessments to customers' GPs, as requested. • Maintains confidentiality at all times
Discharge Procedures	• Discharges are entered into WebPAS system as soon as the patient leaves the department • Enters the details of the discharge notice into the computer system. • Sends medical file back to Medical Records. • Files medical notes in ED filing system and/or medical record as appropriate.
Reports	• All reports that are received in the administrative e-mail box are dealt with on the day they are received • Document all tasks/issues that are done for the shift in the hand over document
Quality and Risk	• Customer satisfaction increases. • Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction • Risks are managed and kept to a minimum • Complies with Capital, Coast and Hutt Valley Reportable events policy and other policies and procedures

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
- Clinicians - Patients - Relative/Visitors - Nursing Staff - Nurse Managers - Operations Managers - General Practitioners - Health Intelligence staff - Orderlies and security staff - Radiology staff - Laboratory staff - Outpatient staff - Emergency Services (WFA, Police etc)	- Admin Team Leader - Nurse Manager - All Emergency Department Staff - Other Administration staff

About you – to succeed in this role

You will have

Essential:

- Previous experience in a customer service role, particular in a high volume or high stress environment.
- Previous knowledge of patient management systems is desirable but not essential.
- Previous experience in a health environment is desirable but not essential.

- Effective time management skills and ability to meet delivery of commitment.
- Self-motivated and an ability to contribute to and accommodate change
- Exposure in working with cultures other than their own
- Ability to communicate with members of the public including those who are distressed or angry.
- Ability to maintain relevant paperwork and electronic files in an orderly and auditable fashion.

Desired:

- Customer Focus
- Attention to detail
- Communication
- Team work
- Perseverance and Commitment
- Improving care and outcomes for patients and striving for excellence

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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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.