

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	Outpatients Administration Support Officer
Reports to	Patient Administration Support Manager
Location	Hutt Valley
Department	Outpatients
Date	12-10-2026
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:

To support the following patient focussed functions in the HOSPITAL; Outpatient administration reception, patient enquiries, referral management, scheduling of outpatient appointments, & waiting list scheduling

Key Result Area	Expected Outcomes / Performance Indicators
Innovation & Improvement	- Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. - Models an agile approach – tries new approaches, learns quickly, adapts fast. - Develops and maintains appropriate external networks to support current knowledge of leading practices

Referral Management	• Referrals will be registered and delivered to relevant Outpatient Department within 24 hours • Patient Demographics will be entered/updated correctly with attention to detail • Patient's priority will be entered within 24 hours of receipt back from Department and acknowledgement sent to the GP • Patients who have been declined for treatment will be notified within 24 hours of receipt back from department, and a letter sent to the referrer clearly returning responsibility for their ongoing care
Scheduling Outpatients and Pre-operative assessment	• Referrals should be scheduled or added to the waiting list within 7 days of receipt back from prioritisation • Patients must be scheduled within the urgent, semi-urgent, routine criteria set for each clinic • Schedulers must liaise with nursing and medical staff by phone or in person if a patient cannot be scheduled within the criteria • Patients must be contacted by telephone prior to scheduling to negotiate date and time of appointment • Demographics and eligibility and ACC status must be validated with the patient during this call • All First specialist Assessments will be scheduled 6 weeks in advance unless they are urgent • All FSA patients must be seen in line with the Elective Services guidelines timeframes • The DNA policy must be followed when re-booking a patient who has missed an appointment
Telephone skills	• Inbound Calls • Assistance to patients and general practitioners is given in a customer focussed, professional manner • Responses to internal and external information are prompt and accurate • Enquiries for patients are monitored with discretion and DHB guidelines are followed • A request for rescheduling from a patient will be done immediately so that time can be negotiated and followed up with a letter of confirmation • Patients with an "Urgent" priority who wish to be rescheduled will be discussed with nursing or medical staff prior to organisation of a new appt date • Cancellations will be replaced with another patient • Cancellations for patients with "urgent" priority must be notified to the service

	• Outbound Calls • When rescheduling patients from a cancelled clinics, patients must be contacted by telephone (as well as by change of appointment letter) if the appointment is within 10 days of the cancelled clinic • Reminder text, calls must be made 2 days prior to clinic appointment. “confirmed field” in patient management must be ticked when patient has been reached • Patients who cancel or reschedule during the reminding process must be • replaced by a patient on the waiting list or the clinic must be re-arranged to fill • empty slot.
Waiting list management	• Enter score and send standard letter to GP and patient • To ensure all patients to be scheduled for surgery have their referral information entered accurately into the PMS in a timely manner using the appropriate technology • Develop theatre lists by patient priority, case weight and theatre utilisation in consultation with the surgeons • To ensure all documentation sent to patients is correct and up to date • No patient is to wait longer than time frames as set by the Ministry of Health • Input and update admission details • Urgent patients are dealt with in a timely • Hutt Valley District Health Board Standard Operating Procedures must be followed at all times
Reception & Enquires	• Provide outstanding customer service and be first point of contact for patients and visitors to the hospital • Patients, visitors and staff, they are courteously directed to appropriate parts of the hospital • A high level of effective and courteous communications between staff, patients and customers and external agencies • Information received is passed on accurately and in a timely and courteous manner • 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 outpatients and other parts of the hospital
Innovation & Improvement	• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.

Collaboration and Relationship Management	- Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. - Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services. - Build and maintain effective day-to-day relationships with ward clerks, clinicians, nursing staff, orderlies, general practices, other health care providers, members of the public and relevant external agencies. • Use tact and diplomacy when communicating sensitive messages or disagreements, bringing issues into the open and supporting constructive resolution.
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

Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Other HNZ services/staff • Other health providers • Members of the public i.e. patients, clients • External records provider • General practices / General Practitioners • Relevant government agencies	• Clinicians • Operations Managers • Charge Nurse Managers • PAS Administration Team Leaders • Business Intelligence and Analytics • Clinical Staff • Data & Digital (ICT) • Non-clinical support service team • Ward Clerks • Nursing staff • Orderlies

About you – to succeed in this role

You will have

Essential:

- Good at prioritising workload
- A sound clerical/administration background
- Demonstrated commitment to high-quality customer service

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.