

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

Title	Te Kuhunga ki te Waiora Admin Co-Ordinator			
Reports to	Operationally - Team Lead Reception Professionally - Manager Reception & Health Records			
Location	Health New Zealand Te Whatu Ora Te Matau a Māui Hawke's Bay			
Department	Administration Support			
Delegated Authority	HR	HR Business Partner	Finance	Management Accountant
Date	April 2025			
Job band (indicative)	In accordance with the PSA National Health Administration Workers Collective Agreement (MECA / SECA) Band 4, according to qualifications and experience pro rata for hours worked			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- To perform a wide range of administrative and office support activities to facilitate the efficient operations of Te Kuhunga ki te Waiora.
- Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patients and other customers.
- To ensure accurate and timely data quality through input into various applications.
- To provide accurate and efficient administration duties associated within the Unit and professional frontline reception and support to both external and internal customers.
- To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.
- Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans
- To recognise and support the delivery of the Hawkes Bay Health sector vision.

Key Result Area	Expected Outcomes / Performance Indicators
	Reception Duties <ul style="list-style-type: none"> • Meet and greet patients and their families, directing to appropriate areas

- All telephone and desk enquiries are answered professionally and promptly
- Ensure all data entry is accurate, client demographic details are up to date, GP details are current in ECA
- Patient labels are available as required
- Incoming mail and faxes are directed to the appropriate recipient
- Patient and visitor service areas are monitored and cleaning personnel contacted as required
- Professional liaison is maintained with all staff and health professionals at all times

Administration Duties

- General clerical duties including photocopying, faxing, emailing and mailing are completed as required
- Ensuring adequate stock supplies and stationery levels are maintained and forwarding to CNM for ordering
- All filing is kept up to date
- Ensure all discarded Health New Zealand | Te Whatu Ora documents are disposed of in the docu-shred security bins
- Actively support and assist all co-workers with a quality administrative service
- Ensure all relevant information regarding inpatients is available to authorised personnel at all times, including outpatient's appointments, etc.
- Admit / transfer / discharge patients
- Ensuring any maintenance issues are dealt with in a timely manner, as requested by clinical staff, etc.
- Recognising limitations of own knowledge/experience and seeking assistance as appropriate
- Identifying quality issues and implementing new quality strategies in consultation with clinical staff

Clinic Preparation

- All clinics are prepared appropriately and as per prescribed procedure
- Ensure any available results/documentation are filed on patient record
- Liaise with other staff regarding changes to clinic lists
- All clinic visits are attended on the day of clinic
- Adherence to Health New Zealand | Te Whatu Ora Privacy/Confidentiality Code/Patient Code of Rights
- Patient demographic form is printed prior to clinic and checked on arrival
- Any amendments are updated on ECA promptly

Manage Patient Health Records

- Preparing ward for patient admission – white board, charts and door cards
- Letters, reports and other documentation are filed correctly into patients health records

	<ul style="list-style-type: none"> • Maintenance of clinical notes • Utilise ECA tracking system efficiently, ensuring records that are taken from departments or units have been tracked to the correct destination • All requests for health records are actioned appropriately and tracked accurately • Ensure patient information is kept confidential at all times • Ensure all discarded Health New Zealand Te Whatu Ora documents are disposed of in the docushred security bins <p>Communication</p> <ul style="list-style-type: none"> • A prompt, professional telephone answering service and efficient message service including the use of voicemail, pager, cell phone and email is provided to the department. • Messages are recorded accurately and promptly related. • Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others. • Demonstrates a commitment to and an understanding of biculturalism. • Adheres to the Hawke's Bay District Health Board Privacy/Confidentiality Code • Demonstrates effective written/oral communication skills <p>Occupational Health & Safety</p> <ul style="list-style-type: none"> • Displays commitment through actively supporting all health and safety initiatives • Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision • Ensures own and others safety at all times • Complies with policies, procedures and safe systems of work • Reports all incidents/accidents, including near misses in a timely fashion • Is involved in health and safety through participation and consultation <p>Customer Service</p> <ul style="list-style-type: none"> • Open and responsive to customer needs. • Demonstrate an understanding of continuous quality improvement.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes.

	<ul style="list-style-type: none"> • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
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 the Manager Reception & Health Records

Health New Zealand | Te Whatu Ora is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:

- Not to do anything that puts your own H&S at risk
- Not to do anything that puts others H&S at risk
- To follow all health and safety policies and procedures
- To follow all reasonable health and safety instructions

(You have the right to cease work if you believe that you, or others, are at risk of serious harm).

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients & Family • Visitors • GP'S & other hospitals • Ambulance Service 	<ul style="list-style-type: none"> • Clinical Nurse Managers • Nursing staff & Allied Health Staff • Medical Staff • Clerical staff • Orderly Services • Health Records • Clinic staff

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.

Qualifications

- Nil

Experience

- Excellent communication skills; ability to communicate with a wide range of people
- Dictaphone typing experience and excellent keyboard skills.
- Ability to initiate and continue conversation.
- Committed to the delivery of a high quality of customer service.
- Culturally aware and sensitive
- Highly motivated and a team player
- Customer focused, responsive to the needs of customers
- Flexibility and ability to work within a changing and developing environment.
- Ability to work within multidisciplinary team.
- Excellent telephone manner
- Able to lift weights of up to 16kg (medical records)

Business / Technical Skills

- Patient Management System or similar database experience.
- Office Suite – Word, Excel, Outlook

Key Attributes

- Proven customer service skills
- Effective communication skills
- Positive attitude with problem solving focus

Vaccination status for role:

- Vaccinations as per the current employee immunisation policy including annual influenza vaccination
-

**Desired:
Experience**

- Experience within the health sector

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.

You will be able to Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

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.