

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

Title	Medical Imaging Clerical Officer			
Reports to	Medical imaging Information and Business Co-ordinator			
Location	Te Matau a Māui Hawke's Bay			
Department	Hospital Group			
Direct Reports	N/A		Total FTE	1.0FTE
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	N/A	Finance	N/A
Date	July 2025			
Job band (indicative)	National Administration and Clerical Pay Structure Band 4			

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 Medical Imaging Clerical Officer is to provide front-line administrative support to ensure the efficient and welcoming operation of the Medical Imaging Department. This role is responsible for greeting patients and visitors, coordinating and booking appointments, managing patient information, and supporting the wider clinical and administrative team.

The position plays a key role in maintaining a smooth flow of patients through the service, ensuring that appointment bookings are accurate, timely, and responsive to clinical needs, while supporting patients—many of whom may be anxious or unwell—with empathy, professionalism and cultural sensitivity

The Medical Imaging Clerical Officer will

- develop, support and maintain reporting tools and robust processes in conjunction with the radiology leadership team to drive service improvement and productivity.
- involve gathering, analysing and interpreting data (operational and financial).
- guide planning and decision making and provide high-impact intelligence to support Medical Imaging and Hospital services

Key Result Area	Expected Outcomes / Performance Indicators
Reception Duties	<ul style="list-style-type: none"> • Greet all patients, visitors, and staff in a friendly and professional manner • Patient demographics are checked and updated in patient management system. • Provide accurate and timely information about services, appointments, and wait times • Answer telephone enquiries and direct calls appropriately

Communication	<ul style="list-style-type: none"> • Manage patient arrivals and departures, including updating radiology and hospital systems • Critical Results/Alerts are monitored throughout the day and reports and notified to referrers immediately they are available.
Appointment Booking and Scheduling	<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 deptment. • Messages are recorded accurately and promptly relayed • Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others. • Adheres to the Hawke's Bay District Health Board Privacy/Confidentiality Code • Demonstrates effective written/oral communication skills • Book, schedule, and confirm patient appointments across a range of imaging modalities using relevant radiology and hospital systems • Ensure all paper/hardcopy referrals are scanned in to radiology information system as necessary. • Monitor and manage appointment availability and waiting lists in consultation with clinical teams • Adjust bookings for cancellations, reschedules, and urgent requests based on clinical priorities • Liaise with clinicians and administration staff to ensure timely booking of follow-up appointments or procedures • Required tasks associated with the hospital 'Did Not Attend' policy and procedure are carried out efficiently. • Management of Cancelled Worklist. • Financial data eg ACC is captured accurately. • Ensure patients receive clear communication regarding their appointments, including preparation instructions when applicable • Escalate any booking issues or capacity constraints to admin team leader or clinical teams • Maintain accurate and up-to-date patient records in electronic systems • Manage documentation in accordance with health information standards and privacy legislation
Clerical and Administrative Support	<ul style="list-style-type: none"> • Prepare daily patient lists and required documentation to support modality workflow • Support coordination of additional services such as interpreters, transport as needed • Carry out tasks including: <ul style="list-style-type: none"> Photocopying / faxing / scanning of documents. Coordinating stationery supplies. Maintaining privacy of patient records. Ensure all discarded DHB documents are disposed of in the docu-shred security bins • Despatch Duties <ul style="list-style-type: none"> To respond to requests from patients or health providers for copies of imaging.

	<p>Relevant imagery requests are acted upon in a timely manner.</p> <p>Conference requests are dealt with in an accurate and timely manner.</p>
Service improvement	<ul style="list-style-type: none"> • A customer focused radiology service is promoted. • Establishes working partnerships with external organisations to promote integrated collaborative ways of working • Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g., Health and Safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children's Act 2014, Privacy Act, ACC service specifications
Key Deliverables	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> • High-Quality Customer Service All patients and whānau are welcomed with empathy, respect, and professionalism, particularly those who are anxious, distressed, or from diverse cultural backgrounds. • Efficient Appointment Management Bookings are managed accurately and promptly, ensuring minimal delays and alignment with clinical priorities • Accurate Records Management Patient data is entered and maintained correctly across all systems, supporting safe and effective clinical care. • Team Contribution Works collaboratively within the team, demonstrating flexibility, accountability, and initiative to support service delivery and colleagues • Patient Privacy & Safety Maintains confidentiality and complies with health and safety and privacy procedures at all times
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. • 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.
	<ul style="list-style-type: none"> • Undertake duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience • Respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • Produce work that complies with organisational processes and reflects best practice.

Matters which must be referred to the Operational Manager

- Confidentiality of privacy issues
- significant financial issues
- significant political, quality or safety issues
- any emerging factors that could prevent achievement of the service/s objectives at year end
- any emerging factors that could prevent budget achievement at year end
- any matter that may affect the reputation of the service/s

Relationships

External	Internal
<ul style="list-style-type: none"> • Client/patient/Tangata Whaiora and their whānau • Other service providers • Primary & NGO sector • Rural health providers • Regional / other Te Whatu Ora Hawke's Bay services Architects and consultants 	<ul style="list-style-type: none"> • Medical Imaging Information and Business Coordinator • Radiology Manager • Radiology Leadership Team • Hospital Leadership Team • Radiologists/ Nuclear Medicine Physician • Medical Imaging Technologists • Nursing Staff • Students • Health Service Managers and teams across Te Whatu Ora Hawke's Bay services and specialist community and regional services • Health Service Support services • Patients/Consumer/Tangata Whaiora Project Manager

About you – to succeed in this role

You will have

Essential Experience

- Proven experience in clerical, reception, or administrative roles, preferably in healthcare
- Strong interpersonal and communication skills with a patient-centred and culturally respectful approach
- Confidence using digital systems and booking platforms
- Attention to detail, ability to multitask, and maintain composure under pressure

- Commitment to confidentiality, professionalism, and accuracy
- Understanding of Te Tiriti o Waitangi and its relevance in healthcare
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Desirable Experience

- Knowledge of health information systems
- Experience in busy healthcare or high-volume service environments
- Experience working with Māori, Pacific peoples, and other culturally diverse communities

You will be able to

- 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.