

Position Description

Position	Outpatients Administrator Wellington & Kenepuru, Surgical Services
Group	Surgical Services
District	Capital, Coast & Hutt Valley and Wairarapa Districts
Responsible to	Charge Nurse Manager, Outpatients
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from Wellington Regional Hospital.

Te Whatu Ora

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

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly.

Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

Mana motuhake Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

Mana tāngata Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

Mana Māori Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

Te Mauri o Rongo

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga

As organisations we support our people to lead. We 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. “Whiria te tangāta” – we will weave our people together.

Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Service Perspective

The Surgical Service Group is one of six within CCHV district provider services. Specialties within the Directorate are at secondary and tertiary level with service provision for the district, the central Region and wider Regions.

Surgical operating provision is largely across 3 hospitals (Wellington, Hutt, and Kenepuru) and a district outsourcing plan with private providers. Outpatient clinics are held at Wellington, Hutt Valley, Kenepuru, Paraparaumu, contracted at private provider sites, Marae and through hub and spoke arrangements at other regional hospitals.

Purpose of the role

The Outpatients Clinic Administrator plays a pivotal role in the seamless operation of the Outpatient Departments at Wellington Regional Hospital and Kenepuru Hospital. This position ensures the accurate planning, coordination, supervision, and execution of complex clinic and room rosters across multiple specialties; provides essential administrative support to nursing and clinical teams; and oversees the integration of IT systems, including access setup and training for new staff.

Acting as a key liaison, the administrator provides leadership by overseeing room booking processes, setting rostering standards, and advising key stakeholders requesting access to over 60 clinic rooms across both Wellington and Kenepuru sites. With deep knowledge of clinic logic, specialty-specific room requirements, and space optimisation, the administrator oversees and supervises room scheduling with a focus on safety, efficiency, and service continuity.

The administrator also supports quality improvement activities, clinic expansion planning, and the on boarding of new staff into operational systems and tools, overseeing Wellington and Kenepuru sites. This integrated support enables the CNM, ACNM, and wider team to provide a high-quality, patient-centred service aligned with best practice and service specifications.

Key Accountabilities

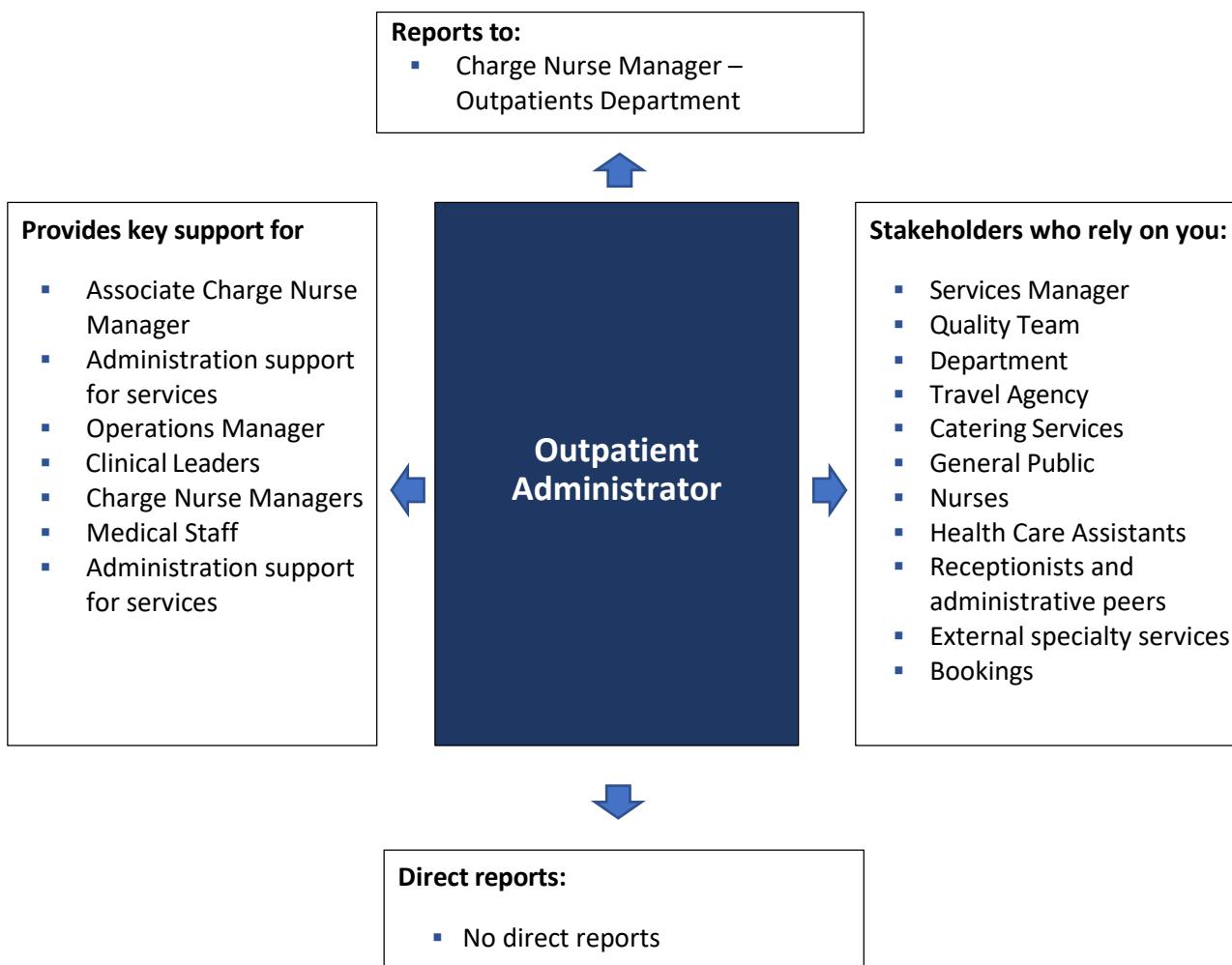
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Administrative Support	<ul style="list-style-type: none">▪ Lead the planning, supervision, and execution of clinic room and staff rosters for both WRH and KPH sites, ensuring optimal space utilisation and alignment with clinical priorities<ul style="list-style-type: none">○ Weekly and monthly rosters are accurate, finalised, and published on time.○ Room allocations align with clinical needs and specialty requirements▪ Oversee administrative operations and workflow support to the CNM, ACNM, and outpatient staff, including coordination with service leads, clinicians, and other stakeholders.▪ Manage correspondence, meeting coordination, and high-level documentation including:<ul style="list-style-type: none">▪ Agenda preparation▪ Minute-taking and distribution▪ Quality documentation and audits support▪ Provide administrative leadership for:<ul style="list-style-type: none">▪ Travel and training bookings▪ IT ticketing and access setup for staff▪ Shared mailbox (OPD Room Scheduler) management

	<ul style="list-style-type: none"> ▪ Lead system improvements for clinic room scheduling tools and contribute to room roster template logic. ▪ Deliver onboarding support for new staff. Provide introductory guidance on IT systems and administrative processes. ▪ Contribute to quality improvement initiatives and audit preparedness. Support service-wide changes such as clinic expansions, template updates, and guideline distribution.
Key accountabilities	Deliverables / Outcomes
2. Customer Service & Stakeholder Communication	<ul style="list-style-type: none"> ▪ Provide courteous, timely, and professional frontline service to clinical, nursing, and external stakeholders. ▪ Communicate roster or room booking changes directly with CNM, ACNM, clinicians, and affected services. ▪ Act as a liaison between services, reception, and management to resolve operational issues, complaints, or last-minute changes. ▪ Provide clear, service-focused responses to internal queries via shared mailboxes and in-person requests. ▪ Other duties as required to meet the operational requirements of the service.
3. Team work	<ul style="list-style-type: none"> ▪ Work collaboratively with administration teams across both WRH and KPH sites to ensure continuity, accuracy, and support across services. ▪ Support cross-covering, shared mailbox monitoring, and team-based rostering or room scheduling when needed. ▪ Contribute to a respectful, solutions-focused team environment.
5. Quality Improvement and Risks and Professional Development	<ul style="list-style-type: none"> ▪ Identifies and participates in improvement opportunities and training and development. Notifying the CNM/ACNM. ▪ Participates in quality improvement and risk minimisation activities. ▪ Complies with standards.
6. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and center in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.

7. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities
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Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Interpersonal Savvy	<ul style="list-style-type: none"> ▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation ▪ Builds appropriate rapport ▪ Builds constructive and effective relationships ▪ Uses diplomacy and tact ▪ Can diffuse even high-tension situations comfortably
Organising	<ul style="list-style-type: none"> ▪ Can marshal resources (people, material, support) to get things done ▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Arranges information and files in a useful manner
Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out length and difficulty of tasks and projects ▪ Sets objectives and goals ▪ Breaks down work into the process steps ▪ Develops schedules and task ▪ Anticipates and adjusts for problems and roadblocks ▪ Measures performance against goals ▪ Evaluates results
Decision Quality	<ul style="list-style-type: none"> ▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement ▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time ▪ Sought out by others for advice and solutions
Problem Solving	<ul style="list-style-type: none"> ▪ Uses rigorous logic and methods to solve difficult problems with effective solutions ▪ Probes all fruitful sources for answers ▪ Can see hidden problems' ▪ Is excellent at honest analysis ▪ Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work. ▪ Looks for ways to improve work processes - suggests new ideas and approaches. ▪ Explores and trials ideas and suggestions for improvement made by others. ▪ Shows commitment to continuous learning and performance development.
Negotiating	<ul style="list-style-type: none"> ▪ Can negotiate skillfully in tough situations with both internal and external groups; ▪ Can settle differences with minimum noise; ▪ Can win concessions without damaging relationships; ▪ Gains trust quickly of other parties to the negotiations; ▪ Has a good sense of timing

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Proven experience in a senior admin role
- Knowledge of Health environment is an advantage but not necessary.
- Sound working knowledge of computer programs including Word, Excel and Power Point.
- Experience in dealing with stake holders, customers and staff in a sensitive environment.
- Well-developed time management skills to enable deadlines to be managed and met.
- Ability to work autonomously and also as part of a team.
- Diary management experience including Outlook, Zoom and TEAMS.
- Experience supporting management meetings including the production of supporting documentation.
- Be good at multitasking, and work well under pressure.

B. Essential Professional Qualifications / Accreditations / Registrations

- NCEA level 3 or equivalent qualification.
- Proven experience in a senior administrative role

C. Someone well-suited to the role will place a high value on the following:

- Forming effective working relationships with staff and management.
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines).
- Accuracy and confidentiality
- Integrity and trust.

**Ma tini, ma mano, ka rapa te whai
By joining together we will succeed**