

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

Title	Emergency Department and Birthing Suite Administrator			
Reports to	Team Leader, Patient Administration Services			
Location	ED, Birthing Suite, Kenepuru Maternity Unit and Transit Lounge			
Department	Patient Administration Services			
Direct Reports	Nil	Total FTE	1	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	BP
Date	May 2026			
Salary band (indicative)*	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 that health workers bring to their mahi.

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 provide a patient focused, efficient and helpful reception and administration service for all emergency visits, admissions, transfers, discharges, and carry out other administration functions that support the clinical teams.

Key Result Area	Expected Outcomes / Performance Indicators
Customer Focus	<ul style="list-style-type: none"> • 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 / ward is smooth and in a timely manner. • While in EDOU, Birthing Suite, Kenepuru Maternity Unit and Transit Lounge ensure bookings for orderlies are actioned promptly. • Messages are taken accurately and communicated promptly to the correct person. • Monitor waiting room for deterioration of patients. • Professional telephone service. • To ensure patient documents are forwarded to the appropriate areas upon request.
Relationship Management	<ul style="list-style-type: none"> • Acts as first point of contact for all ED, EDOU, Birthing Suite, Kenepuru Maternity Unit and Transit Lounge attendees. • Deals with any difficult admissions and liaises with Orderlies regarding any security concerns. • Develops effective networks and relationships in the hospital.
Data Capture & Validation	<ul style="list-style-type: none"> • All presentations to ED, EDOU, Birthing Suite, Kenepuru Maternity Unit and Transit Lounge are entered accurately into WebPAS. • Registrations, Admissions, Transfers and Discharges entered in real time and in accordance with department key performance indicators. • Actual bed numbers for patients are entered into WebPAS. • Patient diet statuses are kept up to date. • Patient demographics are entered/updated correctly with attention to detail. • Demographics, eligibility, domicile and ACC status is validated with the patient during ED and admission process. • Data capture supports generation of optimum revenue from Inter district flow, ACC and ineligible patients. • Assisting with processing of ward admissions for patients that arrive directly to wards after hours as required.

Key Result Area	Expected Outcomes / Performance Indicators
Medical Records	<ul style="list-style-type: none"> • All medical records are tracked in the WebPAS system if they are moving to another location. • Maintains confidentiality at all times
Discharge Procedures	<ul style="list-style-type: none"> • Discharges are entered into WebPAS system as soon as the patient leaves the department/ward/unit. • Ward/Unit information is collated (according to collation standards) into main medical records. • Incomplete discharge summaries are requested to be completed by medical staff promptly. • Files (including completed discharge summaries) are sent to Coding within 48 hours of discharge. • Files are sent to Coding before they are sent to another area unless “urgent” treatment is required elsewhere.
Reports	<ul style="list-style-type: none"> • Document all tasks/issues that are done for the shift in the hand over document.
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.

Key Result Area	Expected Outcomes / Performance Indicators
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.

Relationships

External	Internal
<ul style="list-style-type: none"> • Clinicians • Patients • Relatives /Visitors • Nursing staff • Charge Nurse Managers • Operations Managers • General Practitioners • Health Intelligence staff • Orderlies Team Leader and security staff • Radiology staff • Laboratory staff • Outpatient staff • Emergency Services (ambulance, police etc.) 	<ul style="list-style-type: none"> • Administration Team Coordinator - Emergency • Other staff in Patient Administration Services (PAS) • All Emergency Department and Birthing Suite 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:

- Experience in implementing Te Tiriti o Waitangi in action.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*