

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

Title	Clinical Records Team Leader		
Reports to	Head of Records, Coding and Data Quality		
Location	Capital, Coast and Hutt Valley		
Department	Clinical Records		
Direct Reports	37		
Date	5 May 2026		
Salary band (indicative)*	\$82,8251 to \$99,008		

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:

The Team Leader is responsible for leading, coaching and developing a team within the Clinical Records environment to provide an effective and efficient service supporting the needs of clinical staff, general practitioners and patients. The role takes an organisation view and ensures all patient records are managed centrally within related privacy, access, security and retention legislation.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	<ul style="list-style-type: none"> • Lead, motivate and support the team to ensure efficient operations • Delegate tasks and monitor progress to ensure deadlines are met and quality is maintained • Appropriate staff are recruited • Human resource strategies are implemented • Conduct regular performance reviews and provide coaching to improve individual and team performance • Performance issues are raised and resolved promptly • Foster a collaborative and positive team environment, encouraging professional development • Ensure staff are trained and competent in their roles, including relevant regulations and procedures • Staff feel supported and part of the team

	<ul style="list-style-type: none"> • Staff are equipped to perform well • Responsibilities are clear and documented
Service Delivery	<ul style="list-style-type: none"> • Performance targets are in place for all staff members • Key performance targets are consistently met • Complaints are acted on and resolved within accepted timeframes • Staffing is appropriate in terms of skill mix and competence • Workload is equitable across all staff • Data regarding timeliness, quality output and clinician satisfaction is gathered and analysed. The analysis is used to improve performance to hit stretch targets and to lift standards • Relevant reports are written on time and meet the required standard • Compliant with legislation covering privacy, access to information and general disposal authorities for archiving and retention of patient records
Finance Management	<ul style="list-style-type: none"> • Working with the Manager, prepare annual budget and provide recommendations for capital expenditure • Service is managed within agreed budget • Monitor budgets and identify areas of deviation and take corrective action • Leave balances are managed
Continuous Quality Improvement	<ul style="list-style-type: none"> • Identifies improvement opportunities and encourages staff to participate in initiatives that will improve Customer Satisfaction • Promote a culture of quality and compliance within the clinical records department • Clinical records policies are updated and available electronically • Establish a culture of continuous improvement, ensuring linked and cohesive 2DHB view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector. • Stays up to date with relevant legislation, standards and best practices in clinical records management
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. • 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.

Relationships

External	Internal
<ul style="list-style-type: none"> • Other HNZ services/staff • Other health providers • Members of the public i.e. patients, clients • External records provider 	<ul style="list-style-type: none"> • Clinicians • Operations Managers • Charge Nurse Managers • PAS Administration Team Leaders • Business Intelligence and Analytics • Clinical Staff • Data & Digital (ICT) • Non-clinical support service team

About you – to succeed in this role

You will have

Essential:

- Previous experience in health records management
- At least 3 years leadership experience, ideally working with large teams (20 plus)
- Experience working with the Privacy Act, Public Records Act and other legislation governing patient information

Desired:

- A qualification in Health Information Management or a related field
- Excellent organisational skills, with the ability to prioritise changing workloads while preserving accuracy and confidentiality

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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

Desired:

- Accuracy, adaptability and reliability
- Attention to detail, confidentiality and integrity
- Consistency and quality
- Problem solving
- Collaboration and communication

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.*