

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Simulation Coordinator and Technical Assistant
Reports to	Simulation Service Manager
Location	Capital, Coast and Hutt Valley
Department	Simulation Service
Date	09/07/2026
Salary band (indicative)ⁱ	SP
Children's Worker roleⁱⁱ	[No]

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The primary purpose of the role is to enable the work of the Simulation Team by providing administration and a range of course logistics. This is achieved through a strong customer focus to enable the team to support high quality learning delivery.

The four key objectives of this role are to:

- act as the 'face' of the Simulation and Skills Centre in Wellington Hospital to the rest of the organisation and external customers; dealing with enquiries and providing front-line customer service, administrative support for courses, events and our training venue and equipment
- to manage the administration and co-ordination of specified courses delivered or coordinated by members of the Simulation Service.
- to coordinate the scheduling and booking of our training venues, to provide technical support for audio-visual equipment and to support the Simulation Team with their general administrative requirements.
- to provide assistance support to the Simulation Team and course facilitators with simulation technology functions and equipment management

Key Result Area	Expected Outcomes / Performance Indicators
Technical Support	• Participation in training scenarios by managing basic-level Simulation Technology or as a support to the Simulation Team under guidance where appropriate • Participation in training scenarios, in a confederate role where appropriate • Manage loan equipment bookings, recording and management; assist with minor equipment maintenance and upkeep
Administrative Support	• Provide administrative support to the Simulation Centre team • Ensure centre stock and consumables are ordered and replenished in a timely manner • Provide data to inform reports on learning activities and centre resource use as required • Ensure common areas are welcoming and well presented • Assist learners with reception enquiries • Assist educators with learning technology issues
Information and Reporting	• Maintain electronic filing and record systems to enable quick, accurate and complete access to information • Update and maintain intra- and internet pages to provide accurate and well-presented information, online resources, and course information • Complete course bookings and pre-attendance requirements in timely manner, including invoicing • Maintain records and calendars for room, course and equipment bookings, and centre registrations • Maintain accurate centre financial records • Produce regular and ad hoc reports of centre usage, finances, and as required.
Course Administration	• Maintain and update course pages and attendance records in KoAatea Learn • Register participants on simulation courses. • Responsible for the administration and processing of specialist resuscitation and deteriorating patient programme bookings, attendances and certification requirements • Communicate effectively with course facilitators and participants • Produce high quality resources, documents and training materials in readiness for course delivery • Assist with course set up and clearing down as required • Assist with simulation equipment cleaning and prep as required
Continuous quality improvement	• Identify and propose opportunities to improve or enhance the service • Support the increased use of technology to increase team effectiveness and efficiency • Identify process improvements that save time and improve centre services.
Teamwork	• Constructively engages as a member of the Simulation and Skills Team and Simulation Service • Effectively supports simulation and skills centre staff

	• Supports the enhancement of establishing and maintaining effective multi-disciplinary relationships within the organisation • Works cooperatively – willingly and constructively sharing knowledge and expertise with colleagues across the district • Has a friendly manner and a positive sense of humour. • Works cooperatively - willingly sharing knowledge and expertise with colleagues. • Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. • Supports in word and action decisions that have been made by the team.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• 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	• 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.

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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Clinical or operational matters that require escalation must be referred to the Simulation Service Manager.

- Situations that place patients, staff or yourself at significant risk without support
- Health & safety concerns]

Relationships

External	Internal
• [Other HNZ Districts • Healthcare Providers • External, including overseas based, organisations • PHO's, NGO's, CRI's • Technical equipment suppliers / providers • IT providers • Professional Bodies • Education Facilities and Providers] • Medical Colleges	• Senior Simulation Technology Specialist • Specialist Clinical Simulation Educator • Medical Lead - Simulation • Wider CCHV Simulation Service team • Centre of Clinical Excellence team members • Clinical Specialists and Educators • Medical, Nursing and Allied Health Clinical Specialists and Educators • Biomedical Engineering / Technical Services • Materials and Facilities Management • Information Services • Information Technology •

About you – to succeed in this role

You will have

Essential:

- Previous experience in a senior administration role – 3+ years
- Knowledge of: Adult education principles and techniques
- Experience in a people-facing, customer service role
- Working on or assisting with coordinating events, workshops or large meetings
- Excellent interpersonal skills in person, by phone or email, maintaining a high standard of professionalism
- Good oral and written communication skills, with ability to handle complaints
- Experience in using and managing virtual meetings e.g. Teams
- Confidence in using technology
- Strong IT skills i.e. able to work with a wide range of computer programmes
- Ability to multi-task in a busy environment

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- [Demonstrate accuracy and close attention to detail
- Keen to learn new things, increase skills and extend experience
- Enjoys customer service
- Excellent oral and written communication
- The ability to work independently]

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.