

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	Emergency Department and Birthing Suite Administrator
Reports to	Team Leader, Patient Administration Services
Location	Wellington
Department	Patient Administration Services
Date	14 July 2026
Salary band (indicative)ⁱ	Band 4
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:

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	• 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	• 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	• 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.
Medical Records	• All medical records are tracked in the WebPAS system if they are moving to another location. • Maintains confidentiality at all times

Key Result Area	Expected Outcomes / Performance Indicators
Discharge Procedures	- 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	Document all tasks/issues that are done for the shift in the hand over document.
Key Result Area	Expected Outcomes / Performance Indicators
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.

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.

Relationships

External	Internal
• [Clinicians • Patients • Relatives /Visitors • Nursing staff • Charge Nurse Managers • Operations Managers • General Practitioners • Heath Intelligence staff • Orderlies Team Leader and security staff • Radiology staff • Laboratory staff • Outpatient staff • Emergency Services (ambulance, police etc.)	• Administration Team Coordinator - Emergency • Other staff in Patient Administration Services (PAS) • All Emergency Department, Transit Lounge, Kenepuru Maternity Unit 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:

- 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.
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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.