

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	Administrator
Reports to	Clinical Nurse Manager
Location	Lower Hutt
Department	Te Whare Ahuru

Date	27-07-2026
Salary band (indicative)ⁱ	Band 4 \$73,476 - \$81,164
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:

A key responsibility of this position is to provide administrative support to the Clinical Nurse Manager and team members and to achieve the goals and objectives of their operational area. This support will enable the delivery of administrative services that will assist team members to provide a safe, quality service that is in line with best practice and service specifications.

The Administrator is responsible for the effective and efficient provision of all administrative services to a high quality. The Administrator ensures administrative support is provided to all health professionals in their operational area and information required by other MHAID services is timely and accurate.

Key Result Area	Expected Outcomes / Performance Indicators
All visitors and telephone callers are greeted courteously with	• Answer and follow up all enquiries appropriately and sensitively in accordance with the Privacy and Health and Disability Acts and CCMH Policy & Procedures. • Respond to urgent requests promptly

their needs ascertained and addressed promptly	• Ensure messages for team members are accurately recorded and forwarded promptly
Administration systems are developed and maintained	• Prioritises and completes word processing accurately, efficiently and promptly and within acceptable timeframes; • Completes referral processes in a timely manner in line with DHB standards and processes; • Is competent in the use of office equipment; • Orders supplies and maintains adequate stocks; • Make client/tangata whaiora appointments as necessary; • Minutes meetings are requested by the Clinical Nurse Manager • New staff to the ward are orientated and set up in systems in a timely manner, including but not limited to ICT log ins, security cards and training
All information systems are efficiently operated	• Collects, collates and enters statistics
Co-ordination of workloads	• Show flexibility and willingness to relieve other administrative staff who may be on annual leave, sick leave or overload situations, within the team and the wider service. • Supports the administration team • As directed by the Clinical Nurse Manager, assists with team purchases • Carry out any new procedures as required by the Clinical Nurse Manager.
Quality and Risk	• Contributes to the quality processes within the team/service • Identifies risks, potential solutions and notifies relevant manager of these
Establish and maintain systems that offer an efficient and timely service to the Multi-disciplinary Team	• Supports administration personnel, offering support and direction as required. • Supports all administration activities as appropriate. • All outputs of administrative work are of a high quality. • All administration tasks are carried out in a timely manner. • Statistical information is completed in a timely manner. • Maintains booking system for cars.
All equipment, vehicles and buildings are maintained and updated	• Ensure building maintenance is carried out. • Ensure cars are maintained. • Ensure all team base equipment is maintained and updated as requested.

	- Follow-up with appropriate departments regarding Capex purchases as requested by Team Leader. - Ensures supplies are maintained. - Logging of BIEMS as required for unit
Information systems operate responsively and efficiently	- The administration of the Mental Health Act is completed in a timely manner. - Maintain integrity of all information systems by ensuring that only authorised staff obtain access.
Maintain all legal requirements	- Check all MHA certificates and documentation for accuracy and obtain amendments and corrections where necessary, within the required timeframe of the Act. - Follow up with the ward doctors to ensure paperwork is completed on time. - Prepare files and court applications in preparation for court hearings within required timeframe. - Ensure court hearings run efficiently, work with the Judge and court staff. - Provide client/tangata whaiora solicitors and District Inspectors with certificates required to represent their client in a timely manner, ensuring clients receive copies of section paperwork - Action all reviews in terms of the MHA, 1992 - Liaise with the Family Court and MH Review Tribunal (if appropriate) for court hearings, organise court hearings with all involved. - Upload all MHA documents into the Hospital SCP system - Is familiar with the Privacy Act and Health & Information Act.
Has a knowledge of legal requirements of clients	- Is familiar with the Mental Health (Compulsory Assessment & Treatment) Act; Criminal Procedure (Mentally Impaired Persons') Act, Intellectual Disability (Compulsory Care & Rehabilitation) Act and Children Young Persons & Their Families Act; - Is familiar with the Privacy Act and Health & Information Act.
Financial requirements are met	- Assist Clinical Nurse Manager in coding and maintaining accuracy of accounts. - All accounts are processed on time. - Coordinate the purchase of goods for the department.
All information relating to clients/tangata whaiora is filed promptly and kept up to date, and all requests for files are	- Client/tangata whaiora files are maintained as per the Primary File Manual. - All transfers and discharges are actioned in a timely manner. - Files are kept securely in accordance with Primary File protocol - Action daily file requests; - Action urgent requests for files promptly; - Maintain file tracking system

actioned in a timely manner.	
Professional development	• Development activity as agreed in performance development plan, developed through performance appraisal; • Attend regular supervision sessions, arranged through Professional Leader.

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.

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Relationships

External	Internal
• Clients / Tangata Whaiora and their family / whanau	• Other mental Health Administrators / PAs /EAs across MHAIDS

• Other mental health, addictions and intellectual disability services • Unions • Other DHBs • Ministry of Health	• Professional Leader for Administration • Operations Managers and Clinical Leads in other Services • Respective MHAIDS Māori and Pasifika Peoples Health Units • Corporate Services - HR, IT, Quality & Risk, Finance, Communications, Legal Counsel
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About you – to succeed in this role

You will have

Essential:

- Sound experience in developing and maintaining administrative procedures
- Well developed oral and written communication skills
- Proven ability to prioritise workload and deal with multiple tasks in pressure situations
- Understand the principles and requirements of confidentiality and privacy of information held by an organisation under the Privacy Act, Health Information Act, and related legislature
- Proven ability to work as part of a team, as well as independently
- Excellent time management and organisation skills
- Shows initiative and is self motivated

Desired:

- Previous knowledge and experience using patient management systems
- Previous experience with Mental Health Act administration
- Previous experience working within a health or healthcare environment

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.