

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	Administration Coordinator
Reports to	Team Leader, EIS
Location	Wellington
Department	Early Intervention Service
Date	06/08/2026
Salary band (indicative)ⁱ	Band 6
Children's Worker roleⁱⁱ	Yes

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 Team Leaders and team members of the Maternal MHS, Wellington CAMHS and Early Intervention in Psychosis Service 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.

To allow for and sustain flexibility within the changing MHAID environment, and to meet contractual requirements, the administration coordinator from time to time will be required to undertake project work and other tasks as may be assigned.

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Key Result Area	Expected Outcomes / Performance Indicators
Establish and maintain systems that offer an efficient and timely service to the Multi-	- Oversee administration personnel, offering support and direction as required and ensuring staff are up skilled in all facets of administration. - Oversee all administration activities, delegating tasks as appropriate.

disciplinary Team.	• Is responsible for output and quality of administrative work. • Ensures all administration tasks are carried out in a timely manner. • Regularly updates Team Leaders regarding team issues. • Monitors statistical information. • Maintains booking system for cars. • Ensures supplies are maintained. • Identifies improvement opportunities and notifies the manager of these. • Participates in the service's quality improvement activities. • All controlled documents (policies, procedures etc) are appropriately formatted for the manager's sign off. • Provides good client/tangata whaiora service and is responsive to client/tangata whaiora requests or complaints. • Maintain policy and procedure manuals.
All equipment, vehicles and buildings are maintained and updated.	• Ensures building maintenance is carried out. • Ensures cars are maintained. • Ensures all team base equipment is maintained and updated as requested. • Liaise with PA for sector regarding Capex purchases as requested by the manager.
Financial requirements are met.	• Assist the manager in coding and maintaining accuracy of accounts. • Ensure all accounts are processed on time. • Coordinate the purchase of goods, other than stationery for the department.
Maintain all legal requirements.	• Oversees the administration of the Mental Health Act in conjunction with the Mental Health Act Administrator at the Director of Area Mental Health Services (DAMHS) Office. • Is familiar with and can carry out all legal aspects of the Mental Health Act. • Is familiar with the 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
Actively contributes to risk minimisation activities within the service.	• Identifies risk and notifies the manager of these. • Participates in the service's risk minimisation activities. • Complies with policies and procedures including (but not limited to) C&C DHB Reportable Events Policy. • Participates in audits as requested.

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
• External Agencies • Clients / Tangata Whaiora and their family / whanau • Other mental health, addictions and intellectual disability services • Unions • Other DHBs • Ministry of Health	• MHAID 3DHB Leadership Team members (as appropriate) • Other mental Health Administrators / PAs /EAs across the 3 DHBs • Professional Leader for Administration • Respective 3DHB Māori and Pasifika Peoples Health Units • Corporate Services - HR, ITC, Quality & Risk, Finance,

About you – to succeed in this role

You will have

Essential:

- Experience in developing administrative procedures.
- Working knowledge of computer programs including Word, Excel and PowerPoint
- Commitment to customer services
- Well-developed oral and written communication skills.
- Proven ability to prioritise workload and deal with multiple tasks in pressure situations.
- Demonstrate initiative
- People-centred problem-solving capability
- Confidence to prioritise and focus
- Have a current driver's licence.
- Effective working relationships with staff and management
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines)
- Accuracy and confidentiality
- Integrity, trust, highly organised and effective time management

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.

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.