

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	Security Administrator
Reports to	Team Leader
Location	Porirua
Department	MHAIDS – Purehurehu Forensic Inpatient Unit
Salary band (indicative)ⁱ	\$67,943 - \$77,141
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:

The Security Administrator is a frontline role responsible for managing the security requirements of the Purehurehu Forensic Inpatient Unit while delivering comprehensive administrative support that contributes to the safe and efficient operation of the service.

The role supports the delivery of safe, effective, and person-centred care by ensuring security processes are maintained to a high standard and administrative services are delivered efficiently, accurately, and in a timely manner. Working closely with multidisciplinary teams, the Security Administrator provides essential operational support and facilitates the effective flow of information across MHAIDS services.

To support the ongoing delivery of high-quality services within a changing MHAIDS environment, the Security Administrator may be required to undertake project work and additional duties that contribute to service development, operational effectiveness, and contractual requirements.

Key Result Area	Expected Outcomes / Performance Indicators
All visitors and telephone callers are greeted courteously	Answer and follow up all enquiries appropriately and sensitively in accordance

with their needs ascertained and addressed promptly	with the Privacy and Health and Disability Acts and MHAIDS Policy & Procedures. • Respond to urgent requests promptly • Ensure messages for team members are accurately recorded and forwarded promptly • Ensure clients/tangata whaiora are not left waiting in reception unnecessarily.
Security systems are developed & maintained	• Ensuring security guidelines are maintained. • Ensuring all keys and alarms are accounted for • Ensure paperwork is recorded accurately for security purposes on a daily basis
Administration systems are developed & maintained	• Maintain car bookings and maintenance • Maintain room bookings • Distribute incoming mail • Must be aware of all internal staff and client movements. • Ensuring all relevant paperwork is available for security desk. • Orders supplies and maintains adequate stocks • Is competent with the use of photocopier • Prioritises and completes word processing accurately.
Building/Environment maintenance	• Ensure all maintenance requests are actioned promptly through AMIS • Assist technical staff as required
Ensure Client/Tangata Whaiora files are maintained	• Maintain and update client files • Action urgent requests for files promptly • Ensures client filing is up to date.
Co-Ordination of workloads	• Show flexibility and willingness to relieve other administrative staff who may be on annual, sick leave or overload situations. • Supports the administrative team • Supports the Team Leader with tasks delegated and assigned • Carry out any new procedures as requested by the Team Leader.
Quality and Risk	• Contributes to the quality processes within the team / service

	- Complies with legal and legislative requirements - Participates in team / service risk minimisation
Occupational Health & Safety	Complies with responsibilities under the Health & Safety in Employment Act 1992
Professional Development	- Development plan after discussions with administration coordinator and as agreed by team leader. - Attends and participates in mandatory training.

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.
- [insert other matters which must be referred]

Relationships

External	Internal
• PA and Clinical Director/DAMHS, Forensics Inpatient & Rehabilitation MHS • PA and Group Manager, Forensics Inpatient & Rehabilitation MHS • Other Mental Health Administrators / PAs /EAs across MHAIDS • Professional Leader for Administration • Respective MHAIDS Māori and Pasifika Peoples Health Units • Corporate Services - HR, IT, Quality & Risk, Finance, Communications, Legal Counsel	• External Agencies • Clients / Tangata Whaiora and their family / Whanau • Other mental health, addictions and intellectual service • Unions • Other HDBA • Ministry of Health • Ministry of Justice • NZ Corrections • Contractors

About you – to succeed in this role

You will have

Essential:

- Strong computer literacy and experience using a range of Microsoft Office applications and information management systems.
- Demonstrate excellent organisational and time management skills, with the ability to prioritise competing demands in a busy frontline environment.
- Proven ability to prioritise workload and deal with multiple tasks in pressure situations.
- Communicate confidently and professionally, both verbally and in writing.
- Commitment to customer services

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:

- People-centred problem-solving capability
- Have a current clean drivers licence.
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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.