

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	Clinical Records Administrator (Fixed Term)
Reports to	Team Leader, Clinical Records
Location	Wellington Regional Hospital
Department	Clinical Records
Date	31-08-2026
Salary band (indicative)ⁱ	Band 1
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 support the Clinical Records service by undertaking a structured file maintenance programme designed to improve the accuracy, integrity, accessibility and management of clinical records. The role will be responsible for reviewing, locating, reconciling, updating, relocating, archiving and maintaining clinical records in accordance with organisational policies, legislative requirements and established procedures.

The position contributes to ensuring patient information is available, accurate and appropriately managed to support the delivery of safe, high-quality healthcare.

Key Result Area	Expected Outcomes / Performance Indicators
File Maintenance Programme	• Complete assigned file maintenance activities in accordance with the agreed programme of work. • Review, reconcile and update record locations and tracking information. • Identify missing, duplicate or incorrectly filed records and undertake corrective action.

	• Assist with relocation, consolidation, archiving and disposal activities as required. • Maintain accurate records of completed work and progress against targets. • Escalate issues affecting programme delivery in a timely manner. • Progress against programme milestones is maintained
Clinical Record Accuracy and Integrity	• Ensure record locations are accurately reflected in tracking systems. • Verify patient records and associated documentation are correctly filed and identified. • Correct discrepancies identified through file reviews and audits. • Maintain record order and storage standards • High levels of accuracy demonstrated in all file maintenance activities. • Missing or misfiled records are investigated and resolved where possible
Records Management Compliance	• Handle all patient information confidentially. • Comply with organisational policies, privacy requirements and records management procedures. • Participate in approved archiving and disposal processes. • Maintain the security and integrity of physical and electronic records. • Security of patient information is maintained at all times. • Disposal and archiving activities comply with approved retention and disposal schedules.

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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [Any actual or potential privacy, confidentiality or information security breaches must be referred immediately to the Team Leader/Manager.
- Missing, misfiled or unaccounted-for clinical records that cannot be located through normal processes must be referred to the Team Leader.
- Significant discrepancies in record tracking, filing systems or patient information identified during file maintenance activities must be referred to the Team Leader.
- Issues that may impact achievement of agreed programme milestones, targets or timeframes must be referred to the Team Leader as soon as they are identified.
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Relationships

External	Internal
- Approved off-site storage providers] - Other health agencies as required	- Clinical Records Team - Clinical and administrative staff

About you – to succeed in this role

You will have

Essential:

- Demonstrated attention to detail and accuracy.
- Ability to organise and prioritise work to meet deadlines and targets.
- Strong written and verbal communication skills.
- Experience using computerised information systems and Microsoft Office applications.
- Ability to work independently and as part of a team.
- Commitment to confidentiality and privacy principles.

Desired:

- [Experience working in an administrative, records management, health information or clinical records environment
- Knowledge of patient administration systems and electronic health records.
- Understanding of health information privacy and records management requirements.

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.