

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	Team Leader, Forensic Community Team – Adult & Youth
Location	Ratonga Rua o Porirua Campus, Porirua
Department	Mental Health, Addictions and Intellectual Disability Service (MHAIDS)
Date	05/08/2026
Salary band (indicative)ⁱ	As per PSA National Health Administration Workers Collective Agreement
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 Leader, Clinical Nurse Coordinator, and team members, 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 their needs ascertained and	• 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; • Ensure messages for team members are accurately recorded and forwarded promptly.

addressed promptly	
Administration systems are developed & 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; • Competent with spreadsheet and report production, including graphs and charts; • Is competent in the use of office equipment; • Orders supplies and maintains adequate stocks; • Maintain staff scheduler if appropriate; • Make client/tangata whaiora appointments as necessary; • Minutes meetings as requested by team leader.
All information systems are efficiently operated	• Collects, collates and enters statistics. • All data is accurately entered in a timely manner
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 administration team; • As directed by the Team Leader, assists with team purchases; • Carry out any new procedures as requested by the Service. • Works collaboratively with other administration staff within the team and the directorate
Quality and Risk	• Contributes to the quality processes within the team/service. • Identifies risks, potential solutions and notifies relevant manager of these; • Complies with guidelines, protocols and policies; • Complies with legal/legislative requirements; • Participates in team/service risk minimisation activities; • Complies with C&C DHB reportable events policy.
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.
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.
Ensure client/tangata whaiora files are maintained. All information relating to clients/tangata whaiora is filed promptly and kept up to date, and all requests for files are actioned in a timely manner.	- Maintain and update client/tangata whaiora files as per the Primary File Manual; - All file requests 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. - Files are up-to-date and accessible to clinicians when required; - Data is accurately entered, maintained and retrieved in a timely manner; - Client/tangata whaiora files are maintained.
Professional development	- Development activity as agreed in performance development plan, developed through performance appraisal; - Attend regular supervision sessions, arranged through Professional Leader. - Participates in appropriate training and development; - Demonstrate the development of self/management skills and reflects on practice.
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. - Administration of the Mental Health Act in conjunction with the DAMHS office
Actively contributes to Continuous Quality Improvement activities within the service	- Identifies improvement opportunities and notifies the Team Leader of these; - Participates in the service's quality improvement activities; - All controlled documents (policies, procedures etc.) are appropriately formatted for Team Leader sign off; - Provides good client/tangata whaiora service and is responsive to client/tangata whaiora requests or complaints; - Maintain policy and procedure manuals. - Evidence of contribution to quality improvement; - Controlled documents are appropriately formatted; - All manuals are updated as per CCHV practice.

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 Health NZ Districts - Ministry of Health	- Other Mental Health Administrators/EA/PAs across the District - Professional Lead for Administration - Associate and/or Operations Manager and clinical leads in other services - Respective District MHAIDS Maori and Pasifika Peoples Health Units - Corporate Services – HR, ITC, Quality & Risk, Finance, Communications, Legal Counsel

About you – to succeed in this role

You will have

Essential:

- Ideally experience in working in the health industry and an understanding of clinical governance;
- Well-developed written and oral skills – the ability to communicate ideas in writing and verbally;
- A relevant qualification is strongly desirable or relevant experience in business administration;
- Proven experience and a track record of success in a similar administrative role;
- Have a full, current and 'clean' driver's license.

Desired:

- Excellent word processing and PC skills with an intermediate to advanced knowledge of MS Word and MS Excel;
- Experience in public or community relations or events management is required as is experience in a corporate environment with exposure in dealing with stakeholder and customer relations.

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.
- Place a high value on personal, professional integrity and the provision of excellence in customer service;
- Be mature and reflective judgement - the ability to make good decisions under pressure and to handle a range of competing pressures at one time;
- To be flexible to respond to workload peaks and available at short notice;
- Have the ability to work under pressure and unplanned hours;
- Show initiative and is self-motivated.

Desired:

- Is able to project a positive image for the service and manager;
- Can be trusted implicitly with confidential information.

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.