

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	Call Centre Operator
Reports to	Team Leader Booking Centre and Call Centre
Location	Capital Coast & Hutt Valley Hospital's
Department	Call Centre
Date	01/09/2026
Salary band (indicative)ⁱ	Band 3 Step 1 to 5 \$67943 to \$77141
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

Primary Purpose of the Role

To provide a high-quality, customer-focused communication service to external customers, patients, whānau, relatives, and internal staff across Te Whatu Ora Capital, Coast and Hutt Valley. The role is responsible for managing a wide range of communication and coordination functions, including incoming calls, patient enquiries, emergency communications, alarm monitoring, duress alarms, maintenance of on-call medical rosters, swipe card administration, and technical enquiries.

Operating within a 24-hour, 7-day rostered service, and the Call Centre plays an integral role in supporting both clinical and non-clinical services across the organisation. The position works collaboratively with departments throughout the health system and partners closely with Emergency Management to facilitate effective communication, coordination, and response during emergency and critical incidents.

The role contributes to the delivery of safe, efficient, and responsive services by ensuring timely and accurate communication, supporting business continuity, and providing exceptional customer service at all times.

Call Management	• Calls are answered promptly and professionally, with abandoned call rates maintained at a minimum. • Emergency calls are prioritised at all times and managed and documented in accordance with established procedures. • Appropriate questioning techniques are used to accurately assess caller needs and ensure calls are directed to the correct person or service on first contact where possible. • Media enquiries are promptly referred to the Communications Unit in accordance with organisational protocols. • Calls are escalated appropriately and in a timely manner, following departmental procedures and escalation pathways.
Customer Service	• Assistance is provided to callers in a professional, courteous, and customer-focused manner. • Enquiries, concerns, and issues are addressed promptly to achieve satisfactory outcomes and minimise ongoing problems. • Ownership is taken for patient and customer enquiries, with proactive efforts made to obtain accurate information and resolve matters wherever possible. • Enquiries are transferred to other staff or departments only when appropriate and in accordance with established processes.
Patient Enquires	• Patient enquiries are managed in accordance with departmental procedures, privacy requirements, and organisational standards. • Patient confidentiality is maintained at all times in compliance with the Privacy Act and organisational privacy policies. • Next of kin and authorised contact details are verified through the patient management system prior to transferring calls to wards or clinical areas. • Information is communicated with empathy, professionalism, and sensitivity, particularly when callers may be distressed or concerned about a patient's wellbeing.
Continuous Quality Improvement	• Opportunities for service improvement are identified and actively contributed to, with a focus on enhancing customer satisfaction and service delivery. • Participation in quality improvement initiatives and departmental projects is undertaken as required. • An up-to-date, accurate, and comprehensive desk file or reference resource is maintained to support effective performance of role responsibilities. • Knowledge of processes, procedures, and systems is continually updated and shared with colleagues where appropriate.

Team communication and collaboration	• Open, effective, and professional communication is maintained with team members, other departments, clinical staff, patients, and external stakeholders. • Requests for information are responded to promptly, accurately, and appropriately. • Clear, concise, and accurate records are maintained in accordance with organisational requirements. • Active participation in team meetings, training sessions, and discussions is demonstrated. • Colleagues are supported through teamwork, knowledge sharing, and a collaborative approach to achieving team objectives.
Other Duties	• Administrative and operational tasks allocated to the position are completed accurately, efficiently, and within agreed timeframes. • Additional duties relevant to the role are undertaken as required to support departmental and organisational objectives. • Flexibility is demonstrated in responding to changing operational requirements and service demands.

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.
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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.

Relationships

External	Internal
- Patients - Duty Managers - Clinicians - Emergency management - Nursing staff - Charge Nurse Managers - Team Leaders - Service Managers - General Practitioners - Radiology staff - Other CCDHB staff	- Duty Managers - Emergency Co-ordinators - Manager Security/Orderlies - ICT technical staff - Security Orderlies

About you – to succeed in this role

You will have

Essential:

- Able to multitask and work in a fast paced environment
- Excellent verbal and written communication skills.
- Integrity and Trust
- Demonstrates an eye for detail, accuracy and confidentiality
- Works extremely well under pressure
- Customer focussed attitude
- Good computer skills
- Flexible and adaptable
- Works extremely well under pressure

Desired:

- Previous experience in a call centre environment
- At least 3 years administration experience

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.