

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	Receptionist
Reports to	Practice Administrator
Location	Kenepuru Hospital, Porirua
Department	Kenepuru Accident and Medical Clinic
Date	July 2026
Salary band (indicative)ⁱ	As per PSA National Health Administration Workers Collective Agreement
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:

Provide "front of house", meeting and greeting of patients and any other persons who seek access to the Kenepuru Accident and Medical Clinic (KAMC), as well as to provide clerical and administrative support to the KAMC service.

The KAMC is a primary care service which meets the Urgent Care Standards (NZS 8151:2015).

The KAMC provides a 24/7 service for assessment and management of injury or medical problems that are sudden, unexpected or unplanned, which are non-life or limb threatening, but which require urgent clinical care. It provides primary urgent after hours care and provides a supportive link between community primary health services and tertiary hospital services.

The Te Whatu Ora goals of the Accident and Medical Clinical are:

- Local access to quality care
- Quality timely service
- Prevents unavoidable presentations to other services.

The service is staffed by a mix of doctors and registered nurses who triage, assess and manage patients who are unable to access primary care. The team will assess and triage

and appropriately onward refer to Wellington Emergency Department any patients that are triaged as requiring a greater complexity of care.

This service focus is on extended primary care services and to enhance service delivery for patient centred care, there is a dispensing pharmacy co-located.

Strong links with other services are established and continue to develop e.g. medical and paediatric assessment, geriatric services, Emergency Department, outpatients.

Key Result Area	Expected Outcomes / Performance Indicators
1. Meet and Greet	• Greets patient and checks patient information • Advise clinician/nurse of patient arrival and any special instruction • Attend to patients in waiting room who need assistance prior to treatment commencing • Maintain a professional appearance and manner at all times
2. Clerical and Administration	• Accurate data capture for patient records • Update any changes to patient details in Medtech and patient management database • Confirm eligibility for treatment, ethnicity details and other requirements
3. Continuous Quality Improvement	• Identifies improvement opportunities and takes part in initiatives that will improve customer satisfaction • Desk files are updated regularly to reflect changes in the role

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/Caregivers • Emergency Services • PHOs • GP Practices	• Senior Administrator • Clinical Leader KAMC • KAMC Nurses • KAMC Doctors • Kenepuru Xray

About you – to succeed in this role

You will have

Essential:

- Ability to take ownership, accountability and responsibility for the role
- Intermediate Microsoft office computer skills
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous experience in using Medtech
- Experience with Eftpos and patient billing, accounting and receipting
- Sixth for certificate/University Entrance or equivalent qualification

Desired:

- Previous knowledge of patient management systems
- Previous experience in a health environment

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.