

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	MHAIDS Patient Information Officer (Part-time)
Reports to	MHAIDS Clinicolegal Coordinator
Location	Wellington Hospital
Department	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
Date	08/09/2026
Salary band (indicative)ⁱ	Band 5
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 key responsibility of this position is to provide support to the Clinicolegal Coordinator to respond to requests for information made pursuant to the Health Information Privacy Code 2020 and Official Information Act 1982 and to enable the delivery of clinicolegal services that will assist all MHAIDS staff to provide a safe, quality service that is in line with the best practice and service specifications.

The Patient Information Officer is responsible for the effective and efficient provision of high-quality administrative services, with information required by other MHAID services being delivered in a timely and accurate manner.

To allow for and sustain flexibility within the changing MHAIDS environment, and to meet contractual requirements, the Patient Information Officer from time to time will be required to undertake project work and other tasks as may be assigned.

The role will work collaboratively across the MHAID Service.

Key Result Area	Expected Outcomes / Performance Indicators
1. Administration Support	Maintains a consumer-focused service by establishing effective relationships with customers.

Providing support to the Clinicolegal Coordinator, MHAIDS in-house Legal Counsel, the Senior Leadership Team and the Executive Clinical Director and General Manager relating to clinicolegal issues	• Maintains a formal process for receiving, processing and completion of all requests pertaining to the release of patient information on the Clinicolegal Pūkai site, in an accurate and timely manner and in such a way as to ensure an audit trail of all actions are established. • Utilise available manual and computerised information systems to extract data pertinent to information requests. • Phone calls are answered and all communication is processed using the generic team email for transparency and handover.
2. Clinicolegal Management All procedures comply with legislation governing the management of personal Health Records	• Assists with the processing of all third party information requests. • Ensure all legal requirements regarding compliance are met and any consent forms are signed, when applicable. • Ensure that the provisions of the Health Information Privacy Code 2020 are applied to requests for information at all times. • Ensure that clients/relatives/ guardians are communicated with in accordance with the Code of Health and Disabilities Consumers' Rights.
3. Team Functions Participate in and encourage a team functioning approach and to support effective communication.	• Promote the service of the office and ensure that the expected standard of service is adhered to at all times. • Inform Clinicolegal Coordinator of any concerns that may impact on the standard of service provided by the patient information office. • Maintain patient confidentiality at all times by complying with all relevant legislation. • During office hours all telephone calls are answered in a timely, friendly, professional and effective manner and not left to go to answerphone.
4. Quality and Risk	• Complies with Te Whatu Ora's Reportable Events Policy policies and procedures; • Actively contributes to continuous quality improvement activities within the service.
5. Records Management	• Responsible for the retrieval, tracking, and dispatch of clinical records • To be competent in the use of all Capital, Coast, Hutt Valley and Wairarapa computer systems relevant to the position. • File areas are kept tidy and accessible at all times. • Medical record policies and procedure are understood and complied with.

	- File maintenance is completed within specified timeframes and according to process and policy documentation. - Key performance indicators are met.
6. Professional Development	Establish a culture of continuous improvement, ensuring linked and cohesive district view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.
7. Occupational Health & Safety	- Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature - Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. - Maintain a proactive culture of Health & Safety supported by systems. - Ensure providers are aware of and have processes to comply with their health and safety responsibilities
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.

Relationships

External	Internal
• Customers including patient, relatives, other representatives • Legal professionals • Other health providers • General practitioners • NZ Police • Insurance agencies • Any other agencies external to Te Whatu Ora – Health New Zealand	• Mental Health, Addiction and Intellectual Disability Service staff • Other clinical records staff • ACC and revenue teams • Legal services • Administration staff • Other health providers

About you – to succeed in this role

You will have

Essential:

- A tertiary qualification and/or significant work experience in a related field;
- Good knowledge of medical and legal terminology;
- A 'clean' and current Full Class 1 New Zealand driver's license;
- High level of English comprehension with excellent written and verbal communication skills;
- Personal and professional integrity;
- Experience working with a high level of attention to detail;
- A proven ability to work methodically and to be well organised;
- Excellent customer service skills;
- Initiative and the ability to self-motivated;
- A positive & collaborative team outlook.

Desired:

- Knowledge of applicable legislation e.g. Official Information Act 1982 and Privacy Act 2020 with previous practical experience an advantage;
- Previous experience in a health environment is highly desirable;
- Intermediate Microsoft Office skills, particularly excel, highly desirable;

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.
-

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.