

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/Typist
Reports to	Team Leader, Child Development Service
Location	Te Wao Nui, Wellington
Department	Child Development Service
Date	October 2026
Salary band (indicative)ⁱ	SP
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 effective and efficient administrative and typing support to the Child Development Service.

Key Result Area	Expected Outcomes / Performance Indicators
1. Administration / Typing	Undertakes clerical /administration /typing tasks as appropriate to the service. For example: • Dictaphone typing of a medical and administrative nature, • Greets patients and alerts staff of arrival, • answers phones, • attends patient queries, collation of notes and filing, • receives & distributes mail, • correspondence, • filing, • photocopying & collating of documents • requesting medical records, • waiting area/equipment is maintained and reception work area is tidy • there are adequate stationery stocks and ordering supplies • management of CDS appointments and waiting lists

	• collect CDS statistics and forward for data entry • Other clerical/administrative duties as required.
2. Customer Service	• To enhance and maintain an atmosphere which allows for mutual respect and co-operation between team members, patients and their relatives and other visitors • To provide reception and administration support to clinical staff • Ensures that messages are taken accurately and communicated to the correct person • Engages positively with outside agencies, such as GP's, Public Health Nurses and Special Education • Appearance is neat and tidy and attire is appropriate for a front line position

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
• Patients and their families • Relatives/visitors • Outside agencies	Child Development Service Team members

About you – to succeed in this role

You will have

Essential:

- NCEA Level 2 or equivalent qualification
- Previous experience in an administration role
- Previous experience and confidence with Dictaphone typing
- Sound knowledge of office administrations systems and procedures
- Previous experience in dealing in an environment that requires dealing with several disciplines
- Ability to take ownership accountability and responsibility for the role
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous experience in a health environment is desirable

Desired:

- Able to work across different C&C DHB sites if required
- Have a clean driver's license
- Some lifting and carrying e.g. boxes of documents
- Intermediate Microsoft Office Computer skills
- Typing speed of 65 words per minute
- Previous knowledge of patient management systems is 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.