

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	Planned Care Booking Administrator
Reports to	Planned Care Manager
Location	Wellington Hospital
Department	Surgical Services
Date	6 October 2026
Salary band (indicative)ⁱ	PSA National Health Administration Workers Collective Agreement – 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 Booking Administrator position sits within surgical services which forms part of the Surgical Services Group and is accountable to the Planned Care Manager. The Service ensures patients are booked for surgery to meet Ministry of Health targets and theatre resources are utilised.

The Planned Care Team responsibilities include (but are not limited to) ensuring patient information is correct and up-to-date, ensuring that incoming outpatient and waiting list referrals are registered correctly on the system. We ensure appointments and surgeries are booked within appropriate time-frames, and answer calls and queries from patients. We ensure clinics and theatres are appropriately booked, liaise with clinical staff regarding patient care, and co-ordinate multi-appointments/bookings when patients require the input of several services.

Key Result Area	Expected Outcomes / Performance Indicators
Referral Management	• Referrals to the waitlist are registered in accordance with Health New Zealand, Capital and Coast District and Ministry of Health standards • Referral and patients data is accurately entered into patient management system in a timely manner and communicated to the patient and GP • Review and address incomplete demographics ensuring patients added to waitlist are eligible • Planned Care Guidelines are followed
Waiting List Management	• Waiting Lists are managed according to agreed Health New Zealand, Capital and Coast district and MOH guidelines • Patients not meeting the treatment threshold will be sent a letter advising them they will not receive surgery, and the wait-listing removed accordingly, and their GP sent a letter advising them that they maintain responsibility for the patient's ongoing care • Patients reaching the treatment threshold will be sent a letter advising them that they have certainty of treatment
Scheduling of theatre lists	• Preassessment sessions are booked appropriately • Patients are booked for surgery by clinical priority and time waited in consultation with surgeons and Clinical Nurse Coordinators • Where a Nurse Coordinator is not established, theatre lists are booked to the service specifications with allowance for urgent cases • OT lists are booked at least four weeks in advance
Patient/Whanau/GP Telephone Contact	• All Telephone requests are responded to appropriately • Assistances to patients/whanau/services is given in a customer focussed and professional manner • Internal and external requests for information are responded to promptly and accurately • Waiting times are kept to a minimum
Continuous Quality Improvement	• Data integrity is maintained • Customer satisfaction increases • Process reviewed regularly • Exceeds expectations
Risk Minimisation	• Risks are managed and kept to a minimum • Identifies risks and notifies Nurse Coordinator / Planned Care Manager / Operations Manager • Complies with Capital and Coast district Reportable events policy and other policies and procedures
Occupational Health and Safety	• Complies with responsibilities under the Health & Safety in Employment Act 1992

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.
- Clinical questions, changes in condition, concerns about clinical priority or readiness for treatment - Clinical Nurse Coordinator or responsible clinical team.
- A patient-safety concern, significant delay, inability to meet an agreed booking timeframe, or risk of loss to follow-up - Clinical Nurse Coordinator and Planned Care Manager.
- Privacy, confidentiality, identity, information-security or inappropriate-access concerns - Planned Care Manager and the relevant privacy or information-security process.
- Complaints, threatening behaviour, serious distress or communication outside the role's authority - Planned Care Manager and, where urgent, the appropriate clinical or security service.
- System outages, data-integrity issues or process failures affecting bookings or service continuity - Planned Care Manager and the relevant digital support service.
- Health and safety hazards, incidents, injuries or near misses - line manager through the approved reporting process.

Relationships

External	Internal
• General Practitioners • Practice Nurses • Practice Administrators • Private Health Providers	• Other Planned Care Team Administrators • Patients and their families / whanau • Clinical Nurse Coordinators • Outpatients nursing Staff • Pre-operative Assessment nursing staff and/or Administrators • Consultants, Registrars and House Surgeons • Various other Hospital Departments

About you – to succeed in this role

You will have

Essential:

- Experience in a busy administration or coordination role, preferably in health or another confidential service environment.
- Working knowledge of the New Zealand health system, or the ability to develop this knowledge quickly.
- Competence with Microsoft Outlook, Word and Excel and confidence learning patient administration and web-based clinical systems.
- Understanding of privacy, confidentiality, accurate record-keeping and the importance of patient identity and data quality.
- Clear written and verbal communication skills and a standard of English appropriate for patient correspondence and clinical-administrative records.

Desired:

- Experience with patient administration systems such as WebPAS, Concerto or equivalent.
- Experience supporting planned care, outpatient, theatre, referral or waiting-list processes.
- Knowledge of local services, referral pathways and Health New Zealand planned care requirements.

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.

Desired:

- Use patient administration systems confidently to investigate, update and reconcile booking information.
- Identify workflow, data-quality and access issues and suggest practical improvements

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.