

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	Outpatient Administrator
Reports to	Team Leader, Outpatient Administration
Location	Wellington Regional Hospital, Kenepuru Hospital
Department	Outpatients

Date	28/10/2026
Salary band (indicative)ⁱ	Band 5 Step 1
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:

The primary purpose of the role is to provide a high-quality, patient-focused reception and administrative service for patients attending outpatient clinics or making telephone enquiries. The role ensures patient encounters are accurately recorded in the patient management system, SCP, and that demographic details, eligibility and purchasing status are validated and updated as required. The role applies clinic booking protocols, supports effective clinic flow, minimises avoidable delays for patients and clinicians, and ensures non-attendance is recorded and managed in accordance with policy.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> Demonstrates professionalism, respect and cultural sensitivity
	<ul style="list-style-type: none"> Provides a welcoming and patient-focused reception service
	<ul style="list-style-type: none"> Communicates clearly and responds appropriately to enquiries and concerns.
	<ul style="list-style-type: none"> Follows booking, attendance and administrative procedures consistently.
	<ul style="list-style-type: none"> Maintains accurate, timely and confidential patient information.

	<ul style="list-style-type: none"> • Takes ownership of tasks and escalates issues appropriately.
	<ul style="list-style-type: none"> • Supports efficient clinic flow and minimises avoidable patient waiting times.
	<ul style="list-style-type: none"> • Contributes to teamwork, service improvement and a positive workplace culture is required, able to multi task is a must.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 to your manager

Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
<ul style="list-style-type: none"> • Clinicians • Patients and whānau • Team Leaders • Charge Nurse Managers 	<ul style="list-style-type: none"> • PAS Operations Manager • Team Leaders and Team Coordinators

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| <ul style="list-style-type: none"> • Service Managers • Radiology staff • Other clinical and support staff | <ul style="list-style-type: none"> • Administration, Reception and Community Health teams • Quality Facilitator • Other administrative and operational staff within the service |
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About you – to succeed in this role

You will have

Essential:

- Minimum 3yrs' experience in an administration role, preferably within a customer-facing environment.
- Demonstrated experience providing a professional and responsive reception or front-line service.
- Ability to take ownership, demonstrate accountability and fulfil the responsibilities of the role.
- Ability to maintain patient and organisational confidentiality in accordance with the Privacy Act and relevant policies.
- Experience using patient management systems is desirable.
- Flexible and adaptable, with the ability to manage competing priorities and respond positively to changing needs.
- Demonstrates a strong customer-focused approach and commitment to providing respectful, high-quality service.

Desired:

- [Ability to multitask, prioritise competing demands and work effectively in a fast-paced outpatient environment.
- Excellent verbal and written communication skills, with the ability to engage professionally with patients, whānau, clinicians and colleagues, works well within a Team.
- Demonstrates integrity, trustworthiness and sound professional judgement.
- Strong attention to detail, with a commitment to accuracy and maintaining confidentiality.
- Demonstrates resilience and the ability to remain calm and effective under pressure.
- Flexible and adaptable, with a willingness to work across all outpatient areas to support service and team commitments when required.

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.