Health New Zealand
Te Whatu Ora

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 Booking Centre
Location	Capital Coast – Wellington Regional Hospital
Department	Booking Centre
Date	July 2026
Salary band (indicative)[i]	Band 5 Step 1 to 6 $76705 to $84754
Children's Worker role[ii]	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 purpose of this role is to provide a confidential patient focussed administration service to patients, general practitioners and outpatients departments internal and external.

Key Result Area	Expected Outcomes / Performance Indicators
Arrival (Front of House)	• Patients are greeted professionally and courteously. • Demographic information is verified and updated at every visit. • Eligibility, ACC status, ethnicity, and funding requirements are confirmed. • Ineligible patients are referred to Finance promptly. • Attendance/non-attendance is recorded in MAP on the same day. • Clinicians and nurses are notified promptly of patient arrivals and special requirements. • Patients requiring assistance are supported while waiting. • Patients re not left waiting longer than 30 minutes without communication or updates. • Professional presentation and conduct are maintained at all times.
Departure (Front of House)	• An outcome is entered into the scheduling system for 100% of patient visits, including telephone and virtual appointments.

	• Diagnosis codes are accurately recorded for funding purposes. • Additional procedures are captured and recorded correctly. • Outstanding outcomes are monitored and followed up daily. • Scheduling information is complete, accurate, and current.
Team Communication	• Maintains positive and professional relationships with colleagues, clinicians, and patients. • Responds to requests for information accurately and within agreed timeframes. • Maintains clear, accurate, and timely records. • Actively participates in team meetings and minute-taking when required. • Supports colleagues and contributes positively to team culture. • Demonstrates organisational values in all interactions.
Record Preparation	• Records are filed within 3 working days. • Records are available and prepared for clinics as required. • Record collation meets departmental standards. • Complaints register is maintained and managed according to policy. • Filing systems remain organised and compliant.
Continuous Quality Improvement	• Identifies and communicates improvement opportunities. • Participates in quality improvement activities and projects. • Maintains current desk files, procedures, and process documentation. • Ensures policies and procedures are available and up to date electronically. • Encourages team participation in improvement activities.
Customer Service	• Patients and customers are treated with courtesy, respect, and professionalism. • Demographic, eligibility, and ACC information is maintained with a high level of accuracy. • Patient privacy and confidentiality requirements are always upheld. • Processes, desk files, and procedures remain current and accessible. • Effective relationships are established and maintained with patients and stakeholders. • Professional appearance and dress standards are maintained. • Mail distribution and correspondence requirements are completed accurately and within timeframes.
Scheduling	• Patients are scheduled within agreed service timeframes and clinical priority criteria. • Appropriate consultation occurs with clinical and nursing staff where required. • Patient demographic, eligibility, and ACC information is validated at every contact. • FSA and Radiology lists are validated monthly according to Ministry of Health requirements. • Clinical risks associated with booking processes are minimised. • Clinical protocols and booking standards are followed consistently.

	• Patient non-attendance rates are actively managed and minimised. • Patient and clinician complaints relating to scheduling are minimised. • Scheduling reports are accurate and submitted as required.
Overall Performance Measures	• Accuracy of patient information and scheduling: **≥98%** • Outcome processing completed: **100%** • Records filed within required timeframe: **100%** • Compliance with privacy, safety, and organisational policies: **100%** • Positive contribution to team culture and customer satisfaction. • Demonstrated commitment to equity, quality improvement, and service excellence.

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 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
• Clinicans • Patients and Whanau • General Practitioners (GP) • ICT Staff • Operations Managers • Radiology Staff • Laboratory staff • Nursing staff • Team Managers	• Nursing Staff • Charge Nurse Managers • Team Leaders • Service Managers • ICT Staff • Radiology Staff • Other Staff within Patient Administration Services • Other Team Coordinators • Operations Manager, Patient Administration Service

About you – to succeed in this role

You will have

Essential:

• Ability to take ownership, accountability, and responsibility for the role.

• Intermediate Microsoft Office skills, including Outlook, Word, Excel, and Teams.

• Ability to maintain patient and office confidentiality in accordance with the Privacy Act.

• Integrity and fairness in all interactions and decision-making.

• A genuine enjoyment of interacting with people from diverse backgrounds.

• A high level of professionalism and personal presentation.

• Strong customer service skills with a patient-centred approach.

• Excellent time management and organisational skills.

• Strong listening skills with the ability to understand and respond effectively.

• A good understanding of the English language, including verbal and written communication.

Desired:

- Previous knowledge and experience using patient management systems.
- Previous experience working within a health or healthcare 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.