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	Clinical Typist
Reports to	Team Leader, Clinical Transcription Services
Location	Wellington Regional Hospital
Department	Patient Administration Services
Date	November 2026
Salary band (indicative)[i]	Band 3

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:

To provide a high quality and responsive clinical typing service to health professionals within Te Whatu Ora (Wellington District) and to general practitioners who are referring patients.

The Clinical Typists are located on multiple sites. The team transcribes information recorded into the digital dictation system by clinicians following Outpatient Clinics or other types of treatment. The clinical typist ensures that the work is managed in priority and then date order and sent back to the author for editing. When completed the letters are electronically sent to the General Practitioner and a copy is saved into a format that enables migration to form part of the patients' medical record. This work is significant because of the impact this information has on the patient's ongoing care.

The Clinical Typist will take a flexible approach and, when necessary, provide services for other authors to meet the needs of both the service and the wider organisation.

Key Result Area	Expected Outcomes / Performance Indicators
Word processing	▪ Manages transcription through the dictation system in priority and then date order. ▪ All typing is 98% accurate and presented as per the Best Practice Standards. Feedback from clinicians is used constructively to improve accuracy.

	▪ Manages to meet minimum expected performance standards of 60 minutes of typed dictation a day, which allows time for correcting, printing and mailing ▪ Documents are created using correct template, service, location author and date. ▪ Correct demographics details are used at all times ▪ Correspondence is dispatched as soon as possible after amendments and validation ▪ Manages and prioritises workload ensuring that direct patient related activities are prioritised ahead of other tasks ▪ Provides urgent cover for clinical typing when staff away or during peak periods as requested by the Team leader, Clinical Transcription Services ▪ Dictation issues creating barriers to typing productivity are communicated to Team Co-ordinator ▪ Documents sent to authors for editing are monitored and any consistent delays are communicated to Team Co-ordinator
Administration Functions	• Undertakes administration functions such as photocopying, mail despatching, printing and other administrative tasks related to clinical typing work • Maintains office supplies and equipment
Maintains Accurate Records	• Maintains up to date and accurate desk files • Ensures that information is collected and stored in a confidential manner incorporating privacy and data protection requirements
Information Systems	• Maintains up to date and accurate desk files • Ensures that information is collected and stored in a confidential manner incorporating privacy and data protection requirements
Professional Development	• Participates in appropriate training and development.
Continuous Quality Improvement	• Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction
Customer Service	• Displays a courteous, kind and respectful demeanour at all times when dealing with internal and external contacts •
Equity	• Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

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

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

Relationships

External	Internal
• [Clinicians • Patients • Nursing staff • Charge Nurse Managers • Team Leaders • Service Managers • General Practitioners	• [Other staff in administration services • Team Co-ordinators • Other Team Leaders] •

About you – to succeed in this role

You will have

Essential:

- Word Processing skills, with demonstrated attention to detail and accuracy.
- Dictaphone experience and a good command of English language.
- Ability to maintain patient confidentiality in line with the Privacy Act.
- Ability to prioritise work demands.

- Take ownership, accountability and responsibility for the role.

Desired:

- [Experience in implementing Te Tiriti o Waitangi in action.
- Previous knowledge in a health environment
- Familiarity with medical terminology

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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Desired:

- [High accuracy
- Reliability
- Flexibility

[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.