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	Administrator
Reports to	Local Service Lead
Location	This position is required to work at multiple locations across the district
Department	Wellington South Community Mental Health Team, MHAIDS
Date	06/11/2026
Salary band (indicative)[i]	$74,476 - $81,164
Children's Worker role[ii]	Yes

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 Administrator works within the Mental Health, Addiction & Intellectual Disability Service (MHAIDS) and provides support to all areas of MHAIDS, in line with team requests.

The Administrator is responsible for the effective and efficient provision of all administrative services to a high quality. The Administrator ensures administrative support is provided to all health professionals in their operational area and information required by other MHAIDS services is timely and accurate.

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key Result Area	Expected Outcomes / Performance Indicators
All visitors and telephone callers are greeted courteously with their needs ascertained and addressed properly	• Answer and follow up all enquiries appropriately and sensitively in accordance with the Privacy and Health • Mental Health and Disability Acts and Health NZ | Te Whatu Ora Policy & Procedures; • Respond to urgent requests promptly;

	• Ensure messages for team members are accurately recorded and forwarded promptly. • Feedback from visitors, tangata whaiora and other callers is always positive.
Administration systems are developed and Maintained	• Prioritises and completes word processing accurately, efficiently and promptly and within acceptable timeframes; • Completes referral processes in a timely manner in line with Health NZ | Te Whatu Ora standards and processes; • Competent with spreadsheet and report production, including graphs and charts; • Collects, collates and enters statistics (if appropriate); • Is competent in the use of office equipment; • Orders supplies and maintains adequate stocks; • Maintain staff scheduler if appropriate; • Maintain calendars and room booking systems; • Make client/tangata whaiora appointments as necessary; • Minutes meetings as requested by team leader. • Positive feedback from users of the systems. • Collects, collates and enters statistics. • All data is accurately entered in a timely manner.
Co-ordination of workloads	• Shows flexibility and willingness to relieve other administrative staff who may be on annual, sick leave or overload situations; • Supports the administration team; • As directed by the Team Leader, assists with team purchases; • Carries out any new procedures as requested by the Service. • Works collaboratively with other administration staff within the team and the directorate.
Quality and Risk	• Contributes to the quality processes within the team/service. • Identifies risks, potential solutions and notifies relevant manager of these; • Complies with guidelines, protocols and policies; • Complies with legal/legislative requirements; • Participates in team/service risk minimisation activities; • Complies with MHAIDS reportable events policy.
Establish and maintain systems that offer an efficient	• Supports administration personnel, offering support and direction as required;

and timely service to the Multi-disciplinary Team	• Supports all administration activities as appropriate; • All outputs of administrative work are of a high quality; • Maintains booking system for cars; • All systems are maintained and information is up-to-date; • Positive feedback from team members.
All equipment, vehicles and buildings are maintained and updated.	• Ensures building maintenance is carried out; • Ensures cars are maintained; • Ensures all team base equipment is maintained and updated as requested; • Follows-up with appropriate departments regarding Capex purchases as requested by Team Leader; • Ensures supplies are maintained. • Positive feedback from team members.
Information systems operate responsively and efficiently.	• The administration of the Mental Health Act is completed in a timely manner. • Maintains integrity of all information systems by ensuring that only authorised staff obtain access. • All reports from the data entered is accurate and up to date.
Ensure client/tangata whaiora files are maintained. All information relating to clients/tangata whaiora is filed promptly and kept up to date, and all requests for files are actioned in a timely manner.	• Maintain and update client/tangata whaiora files as per the Primary File Manual; • All file requests and discharges are actioned in a timely manner; • Files are kept securely in accordance with Primary File protocol; • Action daily file requests; • Action urgent requests for files promptly; • Maintain file tracking system. • Files are up-to-date and accessible to clinicians when required; • Data is accurately entered, maintained and retrieved in a timely manner;
Team Work	• Support Team Leader administratively; • Attends monthly meetings with the administration coordinators as well as additional meetings as required. • The clinical team is supported effectively with organisation, practice and systems. • Develops constructive working relationships with other team members; • Has a friendly manner and a positive sense of humour; • Works cooperatively - willingly sharing knowledge and expertise with colleagues;

	• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments; • Supports in word and action decisions that have been made by the team; • Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Professional Development	• Development activity as agreed in performance development plan, developed through performance appraisal; • Attend regular supervision sessions, arranged through Professional Leader. • Participates in appropriate training and development; • Demonstrate the development of self/management skills and reflects on practice.
Actively contributes to Continuous Quality Improvement activities within the service	• Identifies improvement opportunities and notifies the Team Leader of these; • Participates in the service's quality improvement activities; • All controlled documents (policies, procedures etc) are appropriately formatted for Team Leader sign off; • Provides good client/tangata whaiora service and is responsive to client/tangata whaiora requests or complaints; • Maintains policy and procedure manuals. • Controlled documents are appropriately formatted; • All manuals are updated as per Health NZ | Te Whatu Ora practice.
Has a knowledge of legal requirements of clients	• Is familiar with the Mental Health (Compulsory Assessment & Treatment) Act; Criminal Procedure (Mentally Impaired Persons') Act, Intellectual Disability (Compulsory Care & Rehabilitation) Act and Children Young Persons & Their Families (Oranga Tamariki) Act; • Is familiar with the Privacy Act and Health & Information Act.
Strategic Agility	• Sees ahead clearly; • Can anticipate future consequences and trends accurately; • Has broad knowledge and perspective; • Is future oriented; • Can articulately paint credible pictures and visions of possibilities and likelihoods;

	• Can create competitive and breakthrough strategies and plans.
Integrity and Trust	• Is widely trusted; • Is seen as a direct, truthful individual; • Can present the unvarnished truth in an appropriate and helpful manner; • Keeps confidences and admits mistakes; • Doesn't misrepresent her/himself for personal gain.
Dealing with Ambiguity	• Can effectively cope with change; • Can shift gears comfortably; • Can decide and act without having the total picture; • Isn't upset when things are up in the air; • Doesn't have to finish things before moving on; • Can comfortably handle risk and uncertainty.
Composure	• Is cool under pressure; • Does not become defensive or irritated when times are tough; • Is considered mature; • Can be counted on to hold things together during tough times; • Can handle stress; • Is not knocked off balance by the unexpected; • Doesn't show frustration when resisted or blocked; • Is a settling influence in a crisis.
Planning	• Accurately scopes out length and difficulty of tasks and projects; • Sets objectives and goals; • Breaks down work into the process steps; • Develops schedules and task/people assignments.
Organising	• Can marshal resources (people, funding, material, support) to get things done; • Can orchestrate multiple activities at once to accomplish a goal; • Uses resources effectively and efficiently; • Arranges information and files in a useful manner.
Communication	• Practises active and attentive listening; • Explains information and gives instructions in clear and simple terms; • Willingly answers questions and concerns raised by others; • Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged; • Is confident and appropriately assertive in dealing with others;

	• Deals effectively with conflict.
Interpersonal Savvy	• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; • Builds appropriate rapport; • Builds constructive and effective relationships; • Uses diplomacy and tact; • Can diffuse even high-tension situations comfortably.
Cultural Skills	• Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua; • Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living; • Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work; • Accesses resources to make sure culturally appropriate and language appropriate services are provided; • Draws on a client's own cultural resources and support frameworks.
Customer Focus	• Is dedicated to meeting the expectations and requirements of internal and external customers; • Gets first-hand customer information and uses it for improvements in products and services; • Acts with customers in mind; • Establishes and maintains effective relationships with customers and gains their trust and respect.
Partnership with Maori	• Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision; • Applies the notion of partnership and participation with Maori within the workplace and the wider community; • Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved; • Implements strategies that are responsive to the health needs of Maori.
Taking Responsibility	• Is results focussed and committed to making a difference; • Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected; • Adjusts work style and approach to fit in with requirements;

	• Perseveres with tasks and achieves objectives despite obstacles; • Is reliable - does what one says one will; • Consistently performs tasks correctly - following set procedures and protocols.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	1. Supports efforts to improve access to services and achieve better outcomes for the communities we serve. 2. Uses evidence and insights to identify barriers and opportunities for improvement. 3. Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	4. Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. 5. Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. 6. Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	7. Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. 8. 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. 9. Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	10. Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. 11. Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. 12. 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

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

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Relationships

External	Internal
• External Agencies • Clients / Tangata Whaiora and their family / whanau • Other mental health, addictions and intellectual disability services • Unions • Other DHBs • Ministry of Health • Contractors	• Other mental Health Administrators / PAs /EAs across MHAIDS • Professional Leader for Administration • Operations Managers and Clinical Leads in other Services • Respective MHAIDS Māori and Pasifika Peoples Health Units • Corporate Services - HR, IT, Quality & Risk, Finance, Communications, Legal Counsel

About you – to succeed in this role

You will have

Essential:

- A relevant qualification is strongly desirable or relevant experience in business administration;
- Have a full, current and 'clean' driver's license is desirable.
- Proven experience and a track record of success in a similar administrative role;
- Well-developed written and oral skills – the ability to communicate ideas in writing and verbally;
- Excellent word processing and PC skills with an intermediate to advanced knowledge of MS Word and MS Excel;
- Experience in public or community relations or events management is required as is experience in a corporate environment with exposure in dealing with stakeholder and customer relations.

Desired:
Someone well-suited to the role will place a high value on the following:

- Ideally experience in working in the health industry and an understanding of clinical governance;
- Personal and professional integrity;
- Provision of excellence in customer service;
- Mature and reflective judgement - the ability to make good decisions under pressure and to handle a range of competing pressures at one time;

- Flexible to respond to workload peaks and available at short notice;
- Ability to work under pressure and unplanned hours;
- Shows initiative and is self-motivated.

You will be able to

Essential:

14. Deliver results through effective planning, sound judgement, and personal accountability.
15. Build trusted relationships and works collaboratively to achieve shared goals.
16. Communicate clearly and adapts their approach to different audiences and situations.
17. Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
18. Maintain high standards of professionalism, integrity, and ethical behaviour.
19. Contribute to a positive, inclusive, and safe working environment.
20. Take responsibility for their own development and supports the development of others where appropriate.
21. Can be trusted implicitly with confidential information.
22. Is able to project a positive image for the service and manager

[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.