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	Service Administrator - Quality
Reports to	Head of Records, Coding and Data Quality
Location	Wellington
Department	Clinical Records
Date	20-10-2026
Salary band (indicative)[i]	Band 5
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:

Support the integrity, accessibility and quality of health records through auditing, monitoring, reporting, policy and procedure management, process review and administrative coordination activities.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Records Quality Assurance	• Coordinate and undertake routine quality audits of Clinical Records processes and activities. • Monitor compliance with policies, procedures and standards relating to health records management. • Conduct audits relating to record availability, document management, tracking, scanning, indexing, filing and data quality. • Maintain audit schedules and quality monitoring programmes. • Assist with the development and review of quality assurance tools and processes. • Quality audits are completed within agreed timeframes. • Audit findings are accurate, reliable and well documented.

	• Service risks and quality issues are identified and escalated appropriately. • Corrective actions are monitored and followed through to completion. • Compliance with Clinical Records standards is maintained • Identify quality issues, trends and areas for improvement. • Support corrective actions arising from audit findings.
Service Improvement	• Participate in quality improvement initiatives within Clinical Records • Assist with planning, implementation and evaluation of service improvement activities. • Support process reviews and workflow redesign initiatives. • Contribute to the development and maintenance of procedures, guidelines and training resources. • Promote continuous improvement practices within the service. • Improvement initiatives are effectively supported. • Process changes are implemented and evaluated. • Documentation remains current and fit for purpose. • Opportunities for improved service delivery are identified and communicated.
Document Control, Policies and Procedures	• Coordinate the development, review, update and maintenance of Clinical Records policies, standard operating procedures (SOPs), work instructions and related documentation. • Maintain a document control framework to ensure policies and procedures remain current, accurate and compliant with organisational requirements. • Monitor review dates and coordinate periodic reviews with relevant subject matter experts and stakeholders. • Ensure approved documentation is published, archived and communicated in accordance with organisational document management processes. • Maintain version control and document registers. • Work with Clinical Records leaders to identify areas where new or revised procedures are required. • Support staff awareness and implementation of updated policies, procedures and work instructions. • Ensure local procedures align with legislative, regulatory and Health NZ requirements. • Clinical Records policies, SOPs and work instructions remain current and fit for purpose. • Documentation reviews are completed within required timeframes. • Document control processes are consistently applied. • Staff have access to current and approved documentation.

	• Changes to processes are accurately reflected in relevant operational documents. • Compliance with organisational document management standards is maintained.

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.
- Significant audit findings or recurring non-compliance with Clinical Records policies, procedures or standards.
- Trends indicating deterioration in data quality, record availability, document management or service performance.
- Potential breaches of accreditation, certification or legislative requirements
- Any matter with potential Privacy Act implications.
- Significant scanning, indexing, tracking or document management errors.

- Serious incidents, complaints or risks identified through audit, reporting or quality activities.
- Gaps in policy, procedures or work instructions creating operational or compliance risk.
- Significant changes to processes requiring approval or wider consultation.

Relationships

External	Internal
• External healthcare providers • Accreditation and audit agencies • Vendors and service providers	• [Head of Records Coding and Data Quality • Clinical Records Team Leaders • Clinical Records Staff • Patient Administration Services Staff • Clinical Services • Digital Information Services • Quality and Risk Teams

About you – to succeed in this role

You will have

Essential:

- NCEA Level 3 or equivalent qualification.
- Relevant administration qualification or equivalent experience
- Experience in an administrative role within a healthcare, quality, records management, or large operational environment
- Demonstrated experience working with confidential or sensitive information.
- Experience coordinating multiple tasks and meeting competing deadlines

Desired:

- [Experience working in Clinical Records, Health Information Management, Patient Administration Services or a healthcare environment.
- Experience maintaining policies, standard operating procedures (SOPs) and controlled documents.
- Experience supporting quality improvement initiatives or projects.
- Knowledge of health information systems and electronic medical record environments.
- Understanding of healthcare quality, accreditation and regulatory 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.
- Coordinate and maintain document control processes, including policy and SOP review cycles.
- Manage competing priorities and meet deadlines with minimal supervision.
- Exercise discretion and maintain confidentiality when handling sensitive information.
- Use initiative to identify issues and escalate matters appropriately.

Desired:

- Demonstrate an understanding of health information management principles and records governance.
- Demonstrate knowledge of quality improvement methodologies and audit processes.
- Facilitate process reviews and support implementation of service improvements.
- Support the development, review and implementation of policies, procedures and work instructions.
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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.