

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	Ward Administrator - Medical
Reports to	Charge Nurse Manager – Medical
Location	Timaru, South Canterbury
Department	
Date	15 July 2026
Salary band (indicative)ⁱ	Band 3
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 Ward Administrator is an integral member of the Medical Service, providing comprehensive administrative support to ensure the efficient day-to-day operation of the ward and associated clinical services.

The role is responsible for managing a broad range of administrative functions, including coordinating inpatient admission documentation, preparing clinical notes for new and planned admissions, processing patient discharges, loading referrals into the patient management system, creating and maintaining outpatient waiting lists, ordering departmental supplies, and undertaking general administrative duties that support the delivery of safe, efficient, and patient-centred care.

Working under the operational support of the Clinical Nurse Manager, the Ward Administrator is central to the smooth functioning of the ward. The role requires close collaboration with medical staff, nursing staff, allied health professionals, administrative colleagues, and support services to facilitate effective communication, patient flow, and continuity of care.

The Ward Administrator is responsible for maintaining accurate patient records, ensuring administrative processes comply with Health NZ policies, privacy legislation, and organisational procedures, and providing a professional point of contact for patients, whānau, and visitors.

Success in this role requires excellent organisational and time management skills, strong attention to detail, effective communication, sound computer literacy, and the ability to manage competing priorities in a fast-paced healthcare environment. The Ward Administrator makes a significant contribution to the patient experience by ensuring administrative processes are delivered accurately, efficiently, and in a timely manner.

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
• Patients and their families • Other District Health Boards	• Clinical staff

About you – to succeed in this role

You will have

Essential:

- Sound experience in office administration
- Competent Microsoft office skills – Windows OS, Outlook, Word, Excel
- Accurate data entry
- Effective written/oral communication and interpersonal skills and the ability to interact well with diverse range of public and staff.
- Effective planning and the ability to perform effectively under pressure in the absence of direct supervision.
- Responsible for maintaining current and on-going education specific to the role
- Awareness of importance of confidentiality, discretion and diplomacy
- A working knowledge of the relevant legislation and guidelines that govern health care practice eg Treaty of Waitangi, Privacy Act.
- Effective interpersonal and communication skills.
- Ability to work under pressure
- Effective planning and prioritisation skills
- Accepts responsibility for own actions
- Be prepared to assist in other areas in times of staff shortages
- Willing and enthusiastic manner
- Capable of using initiative to identify areas for improvement and offer suggestions
- Well presented, courteous and punctual
- Undertakes any other duties consistent with the above Position Description as directed by the relevant manager.
- Undertakes any other duties which may reasonably be required by the employer from time to time in the course of the organisation's business for which the employee is qualified or has received adequate training or instruction.

Desired:

- Extensive administration experience within a healthcare setting.
- Extensive Microsoft Office skills
- Knowledge of Te Whatu Ora South Canterbury Patient Information Systems
- Knowledge of Regional Clinical Information Systems

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.
-
-
-

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.