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	Ward Clerk
Reports to	Clinical Charge Midwife
Location	Auckland
Department	Women's Health, Ward 91, Labour and Birthing

Direct Reports			**Total FTE**	0.6
Budget Size	**Opex**		**Capex**	
Delegated Authority	**HR**		**Finance**	
Date	06/08/2026			
Salary band (indicative)[1]	Band 1-7, Step 1-7			
Children's Worker role[2]	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 Clerk will provide clerical support to the ward, being the first point of contact for visitors and internal clients to a ward or service, and providing a high quality customer-focused approach through face to face and telephone contact. The Ward Clerk

[1] 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.

[2] 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.

will perform various administrative tasks associated with the smooth operation of the clerical aspects of the ward, including data entry of patient information into the relevant hospital systems.

Key Result Area	Expected Outcomes / Performance Indicators
Clerical duties	• Co-ordinate patients and visitors in the patient area
	• Answer telephones, general enquiries and general clerical duties
	• Communicates all necessary information to and from staff on the ward
	• All interactions with staff, patients and visitors are courteous and respectful
	• Performs additional administrative/clerical duties as directed by the Clinical Charge Midwife
Management of Patient Information	• Manages clinical paperwork, eg all patient information stacked or returned to be scanned, immediately post discharge
	• Accurately enters patient information into relevant hospital systems on a daily basis
	• Accurately enters information relating to patient admissions, transfers and discharges into relevant hospital systems on a daily basis.
	• Protects patient confidentiality by adhering to Policy and Procedures during performance of duties.

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
• General Practitioners • Patients • General Public	• Clinicians • Midwives • Nurses • Senior Ward Clerk • Relief Ward Clerks • Clinical Records • Information Services

About you – to succeed in this role

You will have

Essential:

A commitment to biculturalism

- A commitment to achieving equitable outcomes for Maori
- Excellent English capability
- At least 2 years clerical experience along with experience in a front line role
- Keyboard skills
- Accurate data entry skills
- Knowledge of Microsoft products
- Superior communication skills
- Filing ability

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.
-

Critical:

- Proactively develops relationships by making efforts to listen to and understand both interna and external customers. Anticipates and provided solutions to visitor needs. Gives high priority to patient and visitor satisfaction.
- Actively listens, drawing out information and checking understanding. Expresses information effectively, both orally and in writing. Adjusts language and style to recipients and considers their frame of reference. Empathises with others and considers their needs and feelings.
- Pays attention to detail and initiates self-checking procedures. Ensures high levels of accuracy and consistent quality when entering patient information into the hospital system.
- Collaborates with fellow team members and other work groups to achieve objectives for the good of the whole. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others in achieving goals. Recognises and respects individual differences.
- Establishes a course of action for self and/or others to accomplish specific goals. Manages workload and flow, recognises and addressesbarriers, and takes account of changing priorities. Ensures appropriate allocation of resources.
- Maintains effectiveness in varying environments and with different tasks, responsibilities and people. Modifies behaviour to reach different goals. Is willing to undertake new and different tasks as required by the Manager.

- Ability to use a PC with standard software applications for basic operations such as file management, word processing, diary management, email and mouse functions.
- Understands the significance of the Treaty of Waitangi. Displays cultural sensitivity and willingness to work positively with organisational strategies to improve opportunities for Maori.
-