

	POSITION TITLE	Orderly Supervisor		
	DIRECTORATE	Support Services	DEPARTMENT	Patient Support Unit
	REPORTING TO (operationally)	Security/Orderly Manager	REPORTING TO (professionally)	Security/Orderly Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<p>This role is a supervisory role for the Orderly service. The Orderly Supervisors role is designed to provide day-to-day guidance and to dispatch jobs to the Orderly team in a timely manner, that is equitable to all staff and patients.</p> <p>Staff reporting</p> <p>Direct: Nil</p> <p>Indirect: Nil</p>			
PURPOSE OF THE POSITION	<p>The Orderly Supervisor provides day-to-day guidance to the orderly team; dispatching jobs, providing technical advice and expertise, guiding the team to deliver in an effective, efficient, high-quality manner, and to support hospital needs.</p>			
KEY DELIVERABLES	<p>Staff support <i>Specifically, the role is responsible for:</i></p> <ul style="list-style-type: none"> • Supporting the Orderly team and patient flow by dispatching the tasks equitably and fairly amongst the amongst the team • Supporting the development of a team culture which ensures that the patient is at the centre of our mahi • Ensure that all staff are orientated to, are competent and understand tasks of roles they will cover • Appropriate guidance and coaching of staff <p><i>Supporting management in providing information on Orderly matters and being an effective conduit of information to management by:</i></p> <ul style="list-style-type: none"> • Ensuring that expectations of the service are aligned with resources in collaboration with the Manager • Ensuring that up to date and complete documentation is maintained for all Orderly processes and procedures and Quality standards as directed by Manager • Monitoring activity to ensure agreed processes and procedures are adhered to and result in a high level of mahi and integrity • Escalating patient and staff complaints or incidents to Management a timely and people-centric manner • Responsibility for communication to management <p>Continuous improvement</p> <ul style="list-style-type: none"> • Works with Manager's to implement a continuous quality improvement programme and service delivery plan • Maintains a safe environment for staff, including facilities and equipment, and escalating problems to management • Identifying and escalating risks and incidents to management • Ensure service delivery meets the obligations under the Health and Safety at Work Act (2015) • Supports management of Orderly team to maximise patient flow and support the clinical function <p>System/ process management</p> <ul style="list-style-type: none"> • Accurate information is captured within the appropriate systems to support management to deliver the business needs • Support training and process improvement to minimise unnecessary errors - in collaboration with management • Patient confidentiality is adhered to at all times 			
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions 			

	(You have the right to cease work if you believe that you, or others, are at risk of serious harm).	
KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> ▪ Patient Support Unit Manager ▪ Security/Orderly Manager ▪ Deputy Security Orderly Manager ▪ Security and Orderly team ▪ Support Service Manager ▪ Human resources ▪ Digital enablers ▪ Finance ▪ All clinical staff ▪ Corporate staff ▪ Patients & visitors ▪ Duty Managers 	EXTERNAL <ul style="list-style-type: none"> ▪ Members of the public ▪ Couriers Companies ▪ Allied Laundry ▪ Kitchen Management ▪ Public
DELEGATION AND DECISION	<p><i>Works with managers to maintain the service levels agreed to and to achieve the plan.</i></p> <p><i>Problem solves issues on a day to day basis as they arise and in association with Security/Orderly Manager</i></p> <p><i>Maintains relationships with managers of areas which are provided service.</i></p>	
HOURS OF WORK	80 Hours per fortnight	
EMPLOYMENT AGREEMENT & SALARY	ETU DHB collective agreement/Supervisors/Gade 1 to 4/\$28.00-\$32.68	
DATE	July 2024	
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> ▪ Nil 	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ <i>To assist Deputy Security Orderly Manager in operational service delivery</i> ▪ <i>Responsible for supervising and dispatchment in the Orderly service – as agreed with management</i> ▪ <i>Guides team to understand the requirements of the service and provide exceptional service delivery</i> ▪ <i>To support, as directed by, management in staff management including:</i> <ul style="list-style-type: none"> ○ <i>Recruiting</i> ○ <i>Operational supervision of staff</i> ▪ <i>Assists manager to support team with available resources to deliver a superior service</i> ▪ <i>Effectively managing time and prioritising workload to ensure work is completed within the agreed time</i> ▪ <i>Managing the priorities of the position within flexible time frames</i> ▪ <i>Elevate to management roster issues and requirements</i> 	

ESSENTIAL CRITERIA

Qualifications

- Certificate in NZQA level 3 management or relative experience

Experience

- 2 years minimum relevant experience in Orderly service delivery
- Experience in health, Orderly team leadership and/or supervision role
- Proven customer service skills

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace
- Demonstrates an understanding of continuous quality improvement
- People supervision
- Priority setting/time management
- Digital competency (PC & mobile phone dispatchment)

Leadership Competencies

- Credibility and integrity (embraces professionalism and ethical practice)
- Ability to grasp implications of a situation quickly and implement corrective actions
- Able to provide practical guidance on operational issues
- Drives positive performance

Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Able to manage self in a demanding environment

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role:

- Ability to perform physical requirements of the Orderly role and Orderly task competencies

Vaccination status for role:

- Annual Influenza Vaccine
- COVID Vaccination

(You have the right to cease work if you believe that you, or others, are at risk of serious harm).

DESIRABLE CRITERIA

Experience

- 2 years minimum health supervision and/or co-ordination of staff

Business / Technical Skills

- Advanced IT skills
- Proficiency in Microsoft word, excel, PowerPoint
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

