

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Orderly		
	GROUP	Support Services	DEPARTMENT	Orderly
	REPORTING TO (operationally)	Orderly 2IC Orderly/Security Manager	REPORTING TO (professionally)	Patient Support Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Support Services Group in the Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Staff reporting - Nil			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> To assist nursing staff and other health professionals by providing an efficient and effective orderly service within the hospital environment. Orderlies will provide safe patient transportation and maintain good occupational health and safety practices throughout the hospital campus. To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Facilities & Operational Support Service. To provide timely, quality customer service to patients, staff and stakeholders. To recognise and support the delivery of the Hawkes Bay Health sector vision 			
KEY DELIVERABLES	<p>Orderly Practice</p> <ul style="list-style-type: none"> Transport patients to and from areas of treatment on suitable transport, taking into account the patient condition and suitable wheelchair, bed or trolley conveyence. Ensure the safety of patients and patient support persons for the duration of the transport period, including ensuring that the appropriate patients have nurse escorts. Ensure that the appropriate patient notes/files/records are transported with the patient with due respect for privacy. Assist with lifting, turning and positioning of patients as required. Carry mobile phone / communication device at all times. Respond to calls and complete all tasks as required, via the mobile phone dispatching app Apa Tumau Replace medical gas cylinders, e.g. Oxygen, CO² as necessary. Deliver and collect meal trolleys from Food Services to their designated areas. Collect all medical, general and recyclable waste, and transport to their designated disposal areas. Collect all soiled linen and transport to the soiled linen holding area. Collect and deliver bodies from ward to mortuary. Assist medical staff, Police and Funeral Directors in mortuary. Prepare deceased for viewing. Take utensils and equipment to wards or departments as requested. Perform Orderly duties specific to the Radiology Department and the Perioperative Unit. The above list is not exhaustive of all Orderly duties but indicates the range and type of work content. Open and responsive to customer needs Demonstrate an understanding of continuous quality improvement Work as part of a team and without supervision Communicate effectively with Security and Call Centre via a radio transmitter Complete operational tasks as outlined by the Team Leader <p>Delivery of safe and effective services</p> <ul style="list-style-type: none"> Displays commitment through actively supporting all health and safety initiatives Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision Ensures own and others safety at all times Complies with policies, procedures and safe systems of work Reports all incidents/accidents, including near misses in a timely fashion Is involved in health and safety through participation and consultation <p>Operational</p> <ul style="list-style-type: none"> Work effectively with internal and external workforce development groups Priorities may change at very short notice depending on multiple factors Additional tasks as reasonably delegated by Orderly 2IC, Orderly/Security Manager or Patient Support Manager as set out in the Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay code of conduct 			

HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay 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 • Physical requirements as per policy <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> • Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Staff • Clinical Nurse Managers • Registered Nurses • Medical staff • Health Professionals • Administration Staff • District Health Board Management • Hospital personnel 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • General Public • External Clinical personnel • Ambulance staff • Funeral Directors • Police • Contractors staff • Patients and Families – provide care and technical support under the direction and supervision of the clinical staff
DELEGATION AND DECISION	N/A	
HOURS OF WORK	Rotating roster over 7 days/week	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the E tū Union Multi Employer Collective Agreement (MECA) according to qualifications and experience.	
DATE	Feb 2022	
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Provide excellence in customer service • Work professionally with all staff, general public, external clinical personnel and vendors 	

ESSENTIAL CRITERIA

Qualifications

- Must have competent standard of literacy

Experience

- Values & Behaviours: Shows commitment to, and demonstrates the behaviours of the health sector

Key Attributes

- Effective communication skills
- An enthusiastic, friendly mature
- Basic problem solving.
- Open and responsive to customer needs
- Demonstrate an understanding of continuous quality improvement
- Positive attitude with problem solving focus

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

- Able to walk 2 kms without stopping
- Able to lift at 7 kgs without struggle
- Able to push 150kg patient on a bed

Vaccinations Requirements

Annual Influenza Vaccine and COVID Vaccination in accordance with current mandate

DESIRABLE CRITERIA

Experience

- Previous experience as an Orderly
- Previous experience in health environment
- Previous experience in customer service

Business / Technical Skills

- Physical capacity to undertake workload in terms of moving patients, equipment and supplies when required.
- Full driver licence.



Our Vision and Values

Te hauora o te Matau-a-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.