

Position Description

Position	Orderly/Security Orderly
Team / Service	Orderlies and Security Service
Directorate	Non Clinical Support & Delivery
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Hutt Hospital

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

Mana motuhake Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

Mana tāngata Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

Mana Māori Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Team/Service Perspective

The Non Clinical Support & Delivery Division sits within the Finance, Facilities & Business Services Directorate, led by the Director Facilities and Business Services.

Non-Clinical Support and Delivery provides a range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services. Services include security orderlies, catering, cleaning, administration, coding and clinical records, operational management, fleet management and sustainability.

Purpose of the role

The Orderlies Service is responsible for the safe and efficient transfer of patients, medical records, specimens, linen, general and clinical waste throughout the hospital, ensuring that set timeframes are adhered to at all times. The service is also responsible for attending emergency situations including Security, cardiac arrest and fire.

The Orderlies Service prides itself on providing a high quality customer focused service at all times.

All Orderly/Security applicants must be available to complete 3 months full time rostered and rotating training.

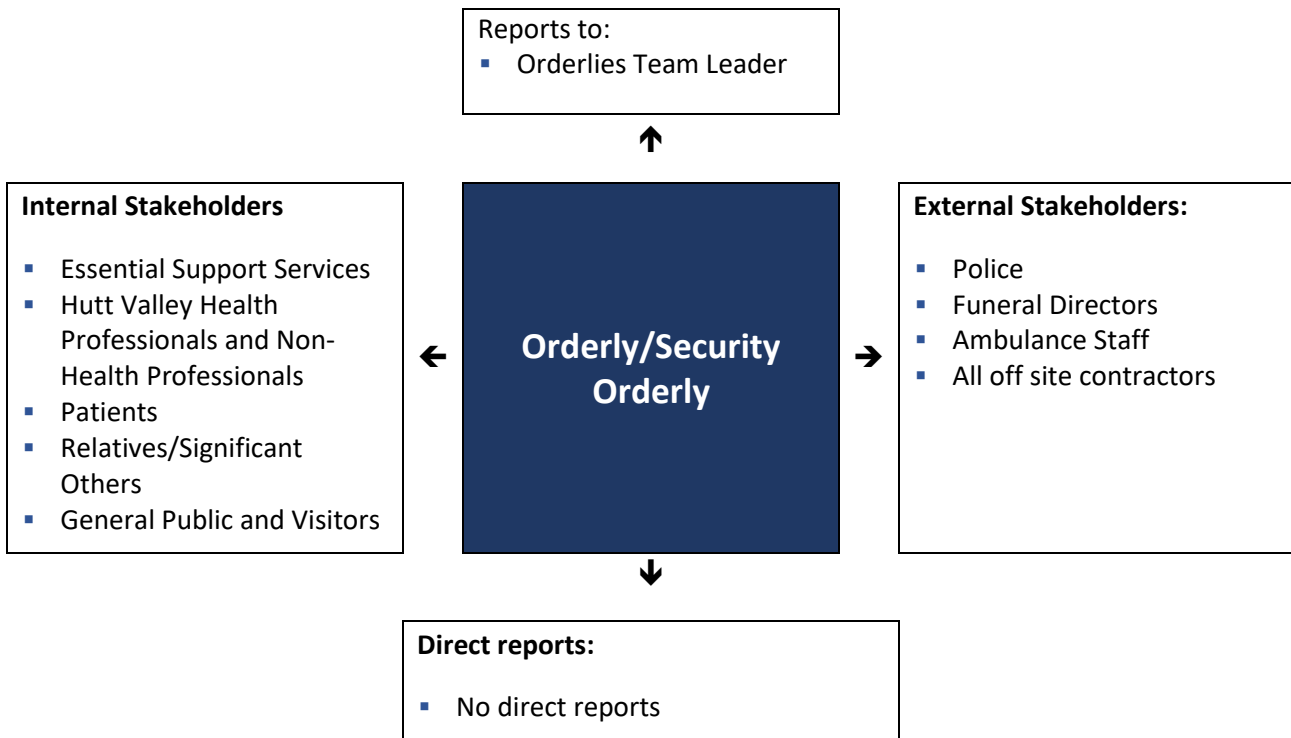
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Technical outcomes / accountabilities	<ul style="list-style-type: none">Provision to ensure consistently high standards and quality customer focused serviceCreates and encourages a positive work environmentAll document transfers are collected and distributed to the designated receiver in an accurate and timely manner, ensuring confidentiality at all timesFlexibility is displayed when dealing with multi task situationsAble to think outside the square when requests are madeAll requests received by the Orderlies Service are dealt with professionally and in a timely manner.All laboratory requests are handled and conveyed in accordance with laboratory and Health and Safety protocols.Transfer of deceased persons is conducted with, dignity and cultural sensitivity.Mail deliveries are accurate and scheduled deliveries are completed within the time frame specified.All jobs are recorded in the Orderlies database to ensure accurate job numbers are received for month end reports and ease of tracking.All schedule jobs when required are logged correctly.Pharmacy delivery forms are filled in correctly and signed on completion of delivery.Mortuary responsibilities. Liaise with Medical staff to ensure all relevant paper work including legal certifications are filled in correctly before the release of the deceased person for HVDHBDispatch duties include all calls being answered in a professional and courteous manner.Provides support to other team members when required.Contributes positively to the team meetings, work proactively to resolve issues and look for ways to improve service deliveries

	<ul style="list-style-type: none"> ▪ Ensures all rostered tasks are completed on each shift to a high standard
2. Leadership	<ul style="list-style-type: none"> ▪ Maintain a strict sense of personal ethics, confidentiality and privacy and abides by the code of conduct ▪ Promoted positive working relationships with team members
3. Stakeholder engagement	<ul style="list-style-type: none"> ▪ Actively work in partnership with other directorates and key stakeholders ▪ Constructive strategic and tactical relationships and partnerships are developed with a range of groups and individuals both internal and external to the DHBs that supports and enables problem solving and the implementation of solutions ▪ A partnering approach is implemented to the delivery of services to the DHBs in a way that facilitates and supports shared agenda and objectives.
4. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Respond to the changing needs of the DHB, performing other tasks as required.
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership. ▪ Champion equality and diversity in the workplace including the Treaty of Waitangi.
6. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities ▪ Complies with policies, procedures and safe systems of work. Reports all incidents/accidents, including near misses in a timely fashion ▪ Ensures own and others safety at all times

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Interpersonal Skills	<ul style="list-style-type: none"> Relates well to all kinds of people –builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Is dedicated to meeting the expectations and requirements of internal and external customers Is a clear communicator Can diffuse even high-tension situations comfortably Reads situations effectively, and tailors their responses to reflect the needs of each situation
Organising	<ul style="list-style-type: none"> Good at figuring out the processes necessary to get things done Knows how to organize people and activities Understands how to separate and combine tasks into efficient work flow Is good at establishing clear directions Can simplify complex processes Lays out work in a well-planned and organized manner
Planning	<ul style="list-style-type: none"> Sees ahead clearly Can anticipate future consequences and trends accurately

Competency	Behaviours
	<ul style="list-style-type: none"> Has broad knowledge and perspective Is future oriented Can articulately paint credible pictures and visions of possibilities and likelihoods Can create competitive and breakthrough strategies and plans
Decision Quality	<ul style="list-style-type: none"> Is good at bringing the creative ideas of others to fruition Has good judgement about which creative ideas and suggestions will work Has a sense about managing the creative processes of others Can project how potential ideas may play out in practice
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions Can see hidden problems' Is excellent at honest analysis Looks beyond the obvious and doesn't stop at the first answer Considers the wider implications of their actions and decisions. Balances taking a short and medium- term perspective
Quality & Innovation	<ul style="list-style-type: none"> Provides quality service to those who rely on one's work. Looks for ways to improve work processes - suggests new ideas and approaches. Shows commitment to continuous learning and performance development. Can facilitate effective brainstorming
Motivating Others	<ul style="list-style-type: none"> Creates a climate in which people want to do their best Can motivate many kinds of direct reports and team or project members Empowers others Invites input from each person and shares ownership and visibility Makes each individual feel his/her work is important Is someone people like working for and with

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Record of working successfully with a team and working independently
- Experience at coping with situations that involve emotional strain
- Physically fit, able to work under pressure, lift equipment and furniture, walk long distances – essential
- Ability to cope with a high and varied work load at various times

B. Essential Professional Qualifications / Accreditations / Registrations:

New Zealand Certificate in Health and Wellbeing (level 3) Orderly Services - desirable.
 Orderly/Security experience - desirable
 First aid Certificate - desirable

C. Someone well-suited to the role will place a high value on the following:

- Building team spirit and commitment to contributing to the team's success
- Continuous improvement and effective communication
- Attention to quality customer service
- Resilience and flexibility

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Date Effective: _____

Manager's Signature: _____

Employee's Signature: _____