

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	Orderly and Security Orderly
Reports to	Team Leader Orderlies and Security
Location	Lower Hutt
Department	Orderlies and Security
Date	16-09-2026
Salary band (indicative)ⁱ	\$60,840.00- \$68,473.60
Children's Worker roleⁱⁱ	Yes

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 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 3-4 months full time rostered and rotating training.

Key Result Area	Expected Outcomes / Performance Indicators
Technical outcomes / accountabilities	- Provision to ensure consistently high standards and quality customer focused service - Creates and encourages a positive work environment - All document transfers are collected and distributed to the designated receiver in an accurate and timely manner, ensuring confidentiality at all times - Flexibility is displayed when dealing with multitask situations - Able to think outside the square when requests are made - All 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 Hutt Hospital ▪ Dispatch 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 ▪ Ensures all rostered tasks are completed on each shift to a high standard
Leadership	▪ Maintain a strict sense of personal ethics, confidentiality and privacy and abides by the code of conduct ▪ Promoted positive working relationships with team members
Stakeholder engagement	▪ 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 Health New Zealand that supports and enables problem solving and the implementation of solutions ▪ A partnering approach is implemented to the delivery of services to Health New Zealand in a way that facilitates and supports shared agenda and objectives.
Continuous improvement and innovation	▪ Respond to the changing needs of Health New Zealand, performing other tasks as required.
Te Tiriti o Waitangi	▪ 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.
Health & Safety	▪ 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
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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

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
- Police - Funeral Directors	Essential Support Services

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| <ul style="list-style-type: none"> • Ambulance Staff • All off site contractors | <ul style="list-style-type: none"> • Hutt Valley Health Professionals and Non-Health Professionals • Patients • Relatives/Significant Others • General Public and Visitors |
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About you – to succeed in this role

You will have

Essential:

- 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

Desired:

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

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.