

## ORDERLY

### 1. PURPOSE OF POSITION

This position is responsible to provide Orderly duties at Base Hospital, as per agreed schedule of duties, reporting to the Orderly Coordinator.

### 2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

<b>Partnerships</b>	WHANAUNGATANGA	We work together to achieve our goals
<b>Courage</b>	MANAWANUI	We have the courage to do what is right
<b>Empowerment</b>	MANA MOTUHAKE	We support each other to make the best decisions
<b>People Matter</b>	MAHAKITANGA	We value each other, our patients and whanau
<b>Safety</b>	MANAAKITANGA	We provide excellent care in a safe and trusted environment

### 3. DIMENSIONS

<b>Reports to:</b>	Orderly Coordinator
<b>Number of people reporting to you</b>	-
<b>Financial limits authority</b>	-
<b>Operating Budget</b>	-

### 4. WORKING RELATIONSHIPS

External	Internal
Nil	Clinical Nurse Managers All Department Managers Registered Nurses Stores

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### 5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p><b>1. Orderly Duties</b> Perform Orderly duties, on a rostered basis, with optimum patient management and care.</p>	<ul style="list-style-type: none"> <li>• Ensure Orderly duties are carried following set standards and procedures. Ensure delivery of goods and services are carried out to the standard set by the Coordinator, Orderly Services.</li> <li>• Parcels, specimens, blood products and other items are collected and delivered efficiently with care.</li> <li>• Work is completed in a safe, effective and acceptable way.</li> <li>• Any reasonable request for special duties are accepted and completed. Suitable training will be given where needed.</li> <li>• Documentation is recorded as required in an accurate and timely manner.</li> <li>• Work practice meets the Health and Safety, as well as Quality standards as per company policy.</li> <li>• Public and patients are treated in a friendly, courteous and acceptable manner at all times.</li> <li>• Hospital security measures are carried out as directed</li> <li>• Respond appropriately in an emergency situation and ensure emergency equipment is maintained in top condition.</li> </ul>
<p><b>2. Customer Service</b> Ensure that an acceptable level of customer service is always maintained by staff</p>	<ul style="list-style-type: none"> <li>• Ensure friendly, proper and acceptable customer service to patients, visitors and staff.</li> <li>• General patients care is assisted with as requested by Clinical staff.</li> <li>• Provide a friendly secure environment to overcome patient fear and stress.</li> <li>• Communicate with patients and staff in a friendly, clear, effective and helpful manner.</li> <li>• Maintain confidentiality and the right to privacy at all times.</li> </ul>
<p><b>3. Environment and Facilities</b> Ensure that the work place meets the required standards as per company policy.</p>	<ul style="list-style-type: none"> <li>• Maintain a tidy, clean environment and facilities to ensure and enhance effective, quality service provision.</li> <li>• Report equipment malfunction and facilities issues to Orderly Coordinator.</li> <li>• Maintain an environment which prevents spread of infection (regular hand wash, etc).</li> <li>• Dispose of sharps, glass and infectious material in accordance with established protocols.</li> <li>• Regular cleaning of equipment needs to be carried out according to requirements or as determined by Orderly Coordinator.</li> </ul>
<p><b>4. Team Work</b> Orderlies need to understand the needs of a wide variety of</p>	<ul style="list-style-type: none"> <li>• Promote the fostering of a team environment, which enhances partnership and cooperation.</li> <li>• Assist in the development of new policies and procedures as requested.</li> </ul>

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users and areas, each with their specific needs.	<ul style="list-style-type: none"> <li>• Attend staff meetings where possible.</li> <li>• Demonstrates a commitment to continual improvement activities regarding quality of work.</li> <li>• Develop and encourage customer focus.</li> </ul>
<b>5. Staff Development</b> Orderly staff are a major asset to the hospital. Ensure, through proper controls, that the hospital meets all respective standards and maintain accreditation	<ul style="list-style-type: none"> <li>• Participate in regular performance appraisals.</li> <li>• Participate in in-service education as appropriate.</li> <li>• Participate in ongoing training when equipment or protocol changes occur.</li> <li>• Share knowledge with others, as required.</li> </ul>

Organisational Accountabilities	Expected Outcome for all employees
<b>Health Equity</b>	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> <li>• the Pae Ora Framework which requires:               <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi;</li> <li>○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1;</li> <li>○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <li>○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> </ul> </li> <li>• You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures;</li> <li>• You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintains a safe and healthy environment</li> <li>• Complies with health &amp; safety policies and procedures</li> <li>• Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>• Complies with procedures and correctly use personal</li> </ul>

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Organisational Accountabilities	Expected Outcome for all employees
	<p>protective equipment and safety devices provided</p> <ul style="list-style-type: none"><li>• Contributes to hazard identification and management process</li><li>• Reports accurately near misses/incidents/accidents in a timely manner</li><li>• Participates in health and safety matters</li></ul>
<b>Personal Development</b>	<ul style="list-style-type: none"><li>• Fully contributes to the individuals team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li><li>• Participates in the performance appraisal process where personal performance and development is reviewed.</li><li>• Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li></ul>

### 6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

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### 7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the **Orderly Services** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p><b>Effective Communication</b></p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p><b>Decision Making/Problem Solving</b></p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p><b>Innovation/Initiative</b></p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p><b>Resilience/Flexibility</b></p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p><b>Cultural Safety</b></p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p><b>Teamwork</b></p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success</p>

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### 8. EDUCATION

Nil.

### 9. SKILLS

Must be able to read and write.

Physically fit, able to work under pressure, lift equipment and furniture, walk long distances.

Ability to cope with a high and varied work load at various times.

Maintain confidentiality at all times.

Knowledge of Health and safety and Quality systems.

### 10. EXPERIENCE

Orderly experience in Hospitals or similar environment.