

POSITION DESCRIPTION

Canterbury

District Health Board

Te Poari Hauora o Waitaha

May 2016

This Position Description is a guide and will vary from time to time, between services and/or units to meet changing service needs.

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

The CDHB's vision is to improve the health and well-being of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Orderly

REPORTS TO (Title):

Manager Orderly Services

REPORTS ON A DAILY BASIS TO:

Duty Shift Supervisor

PRINCIPAL OBJECTIVES

To provide an efficient and professional Orderly service at Christchurch Hospital
To meet or exceed expected levels of performance.

FUNCTIONAL RELATIONSHIPS:

(Who are the customer/consumers/patients)

INTERNALLY:

- | | |
|---|---------------------------------|
| 1 | Patients / whanau / visitors |
| 2 | Orderly staff |
| 6 | All Christchurch Hospital Staff |

EXTERNALLY:

- | | |
|---|----------------------|
| 1 | All other CDHB staff |
| 2 | St John Ambulance |
| 3 | Courier services |
| 4 | Taxi services |
| 5 | Emergency services |
| 6 | Contractors |

KEY PERFORMANCE OBJECTIVES:

Task	To provide a safe quality support service to inpatient areas and departments
Expected Result	<ul style="list-style-type: none"> • That safe, timely transportation of patients, equipment and materials within the hospital is ensured. • Display a professional, friendly and helpful manner at all times. • Ensure personal safety while lifting and transporting patients, equipment and materials. • The provision of quality customer service for both internal and external customers. • That clear open lines of communication are established and maintained (use two-way radios as necessary). • That radio calls are answered promptly. • Ensure that patient safety and confidentiality is maintained at all times.
Task	To take Responsibility for equipment
Expected Result	<ul style="list-style-type: none"> • Ensure the prompt delivery and accurate storage of hospital equipment. • Always have practical knowledge of hospital equipment that Orderlies are responsible for. • Ensure that hospital equipment is correctly maintained. • Report faulty equipment in a timely manner • Notify appropriate person of potential stock deficiencies.
Task	Emergency Procedures, Health and Safety and Infection Prevention and Control
Expected Result	<ul style="list-style-type: none"> • Awareness of security procedures (internal and external) and their practical application. • Be aware of the relevant Infection Prevention and Control policies, and adhere to these as appropriate. • Understand the Orderlies role in Clinical Emergencies and in fire alarm and evacuation procedures. • Be familiar with the Orderlies role as outlined in the Major Disaster and Incident plans.
Task	To undertake General duties as required
Expected Result	<ul style="list-style-type: none"> • Report observed maintenance and security issues. • Ensure that all tasks and duties are prioritised, and are carried out effectively, efficiently and without unnecessary delay. • That any difficulties/problems are reported in a timely manner to the Shift Supervisor. • That other duties are undertaken in consultation with the Shift Supervisor to meet the objectives of the position. • That a high standard of personal hygiene and appearance is maintained at all times. • That all duties are carried out in accordance with current CDHB Policy and Procedures.

HEALTH & SAFETY:

- Observe all Canterbury DHB safe work procedures and instructions.
- Ensure your own safety and that of others.
- Report any hazards or potential hazard immediately.
- Use all protective equipment and wear protective clothing provided.
- Make unsafe work situations safe or, if they cannot, inform your Shift Supervisor or Manager.
- Co-operate with the monitoring of workplace hazards and employees health.
- Ensure that all accidents or incidents are promptly reported using the appropriate forms.
- Report early any pain or discomfort.
- Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work.
- Seek advice from your manager if you are unsure of any work practice.

QUALITY:

Every staff member within CDHB is responsible for ensuring that a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- Good command of written and spoken English.

Desirable

- Previous Orderly experience.
- A basic understanding of a health-related industry.
- Basic computer literacy.
- Full driver's license.

PERSONAL ATTRIBUTES:

MANDATORY

Key Behaviours:

- Ability to "work together" in a truthful and helpful manner.
- Ability to "work smarter" by being innovative and pro-active.
- Able to accept responsibility for own actions.
- Have good communication skills.
- Able to follow instructions and directions.
- Have a professional approach.
- Satisfactory security clearance.
- Have a high standard of personal presentation.
- Caring Personality.
- Ability to act on own initiative.
- Reliable work record.

DESIRABLE

- Organisational ability.
- Flexible and able to prioritise.
- Previous experience in a health-related environment.