

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Orderly		
Reports to	Manager Orderly Services		
Location	Christchurch Area		
Department	Support Services		
Direct Reports	Nil	Total FTE	1.0
Budget Size	Opex	N/A	Capex
Delegated Authority	HR	Nil	Finance
Date	Feb 2026		
Job band (indicative)	Group A, Step 1.		

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

To provide a safe, efficient, and professional Orderly Service to patients and staff within the Hospital environment.

Key Result Area	Expected Outcomes / Performance Indicators
To provide a safe quality support service to inpatient areas and departments	<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 either via cell phone or two-way radio. • Assigned tasks are actioned promptly. • Ensure that patient safety and confidentiality is maintained at all times. •
Take responsibility for Equipment	<ul style="list-style-type: none"> • Ensure prompt delivery and accurate storage of hospital equipment. • Always have practical knowledge of the hospital equipment that the orderly team are responsible for • Ensure the equipment is correctly maintained.

	<ul style="list-style-type: none"> Report any identified faults immediately to the shift supervisor. Notify the shift supervisor on duty of any stock deficiencies.
Emergency Procedures, Health and Safety and Infection prevention and control	<ul style="list-style-type: none"> Maintain an awareness of security procedures (internal and external) and their practical application. Be aware of the relevant infection prevention and control policies and adhere to them. Understand the Orderly's role in clinical emergencies, Fire Alarms and evacuation procedures. Be familiar with the role of the Orderly in major disaster and incident plans
Undertake general duties as required.	<ul style="list-style-type: none"> Report observed maintenance and security issues. Ensure that all tasks and duties are prioritised and carried out effectively, efficiently and without unnecessary delay. Report any challenges to completion of assigned workflow as soon as possible to the duty shift supervisor. That other duties are undertaken in consultation with the duty shift supervisor to meet the objectives of the position. That a high standard of personal hygiene and appearance is always maintained. That all duties are carried out in accordance with Te Whatu Ora – Waitaha Policy and Procedures.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.

	Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are followed. 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 to the Duty Orderly Supervisor

- Significant deviations from normal safe working practice.
- Delays to external service delivery timelines.
- Significant delays to expected task timelines.
- Inability to arrive to commence your shift at the allotted time for whatever reason.

Relationships

External	Internal
<ul style="list-style-type: none"> • All other Te Whatu Ora Staff • St John Ambulance • Courier Services • Taxi Services • Fire and Emergency New Zealand Staff (FENZ) • Contractors 	<ul style="list-style-type: none"> • Patients/Whanau/visitors • Orderly Staff • All Staff within Christchurch Hospital

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- A fully Driver's license.
- The strength and fitness to undertake all aspects of the Orderly workload.
- Flexibility to work all posted roster shifts (AM, PM, Nights, and weekends).
- Ability to work with word/excel and basic online programmes.
- A caring empathetic nature

Desired:

- A graduate or post-graduate qualification.
- A basic understanding of a health-related industry.
- Preferred experience in a customer service environment.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Demonstrate flexibility and adaptability.
- Previous experience within the health-related environment.
- The ability to prioritise work demands.
- Organisational ability.

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.