

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
Reports to	Manager Orderly Services
Location	Christchurch Area
Department	Support Services
Date	July 2026
Salary band (indicative)ⁱ	Group A, Step 1.
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 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	• 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	• 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. • 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	• 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.	• 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.
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.
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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- 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
• All other Te Whatu Ora Staff • St John Ambulance] • Courier Services • Taxi Services • Fire and Emergency New Zealand (FENZ) • Contractors	• 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:

- 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.

Desired:

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

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.