

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	Cleaner/Orderly
Reports to	Supervisor/Team Leader/Hospitality Manager
Location	Greymouth
Department	Environmental Services

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:

The Cleaner/Orderly plays a vital role in supporting the delivery of healthcare services by maintaining cleanliness and hygiene across hospital facilities. The position is responsible for environmental cleaning, waste management, and assisting with the transportation of patients, equipment, and materials while adhering to health and safety and infection control requirements.

Key Result Area	Expected Outcomes / Performance Indicators
Cleaning and Environmental Hygiene	- Clean assigned clinical and non-clinical areas in accordance with Health New Zealand Cleaning Standards and work schedules. - Ensure all areas are maintained to a consistently high standard of cleanliness and presentation. - Complete routine cleaning as required.
Infection Prevention and Control	- Apply infection prevention and control practices in all cleaning activities. - Use approved cleaning products and equipment in accordance with procedures.

	• Safely manage waste, and body fluid spills in line with organisational requirements. • Help minimise the risk of healthcare-associated infections through effective cleaning practices.
Equipment and Cleaning	• Safely operate, clean, and maintain cleaning equipment in accordance with operating procedures. • Monitor and replenish cleaning supplies and report stock shortages as required. • Store chemicals and equipment safely and securely.
Orderly Service	• Deliver safe, timely and professional patient, equipment and required transfers that support efficient hospital operations, patient care, and a positive patient experience.
Workplace Health and Safety	• Comply with Health New Zealand policies, Health and Safety at Work legislation, and safe work practices. • Correctly use personal protective equipment (PPE) appropriate to the task. • Report hazards, incidents, damaged equipment, and maintenance issues promptly. • Maintain a safe, tidy, and hazard-free work environment.

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.
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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.
- Health and safety incidents, hazards, accidents, injuries, or near misses.
- Infection prevention and control concerns, including suspected outbreaks or situations that present an increased infection risk.
- Damaged, faulty, or unsafe cleaning equipment requiring repair or replacement.
- Shortages of cleaning chemicals, consumables, or equipment that may impact service delivery.
- Maintenance issues identified within the work environment that require escalation (e.g. leaks, damaged fixtures, unsafe flooring).
- Patient, visitor, or staff complaints that cannot be resolved at the time.
- Incidents involving aggressive, abusive, or threatening behaviour.
- Any situation that may compromise patient safety, staff safety, or the quality of cleaning services.
- Requests that fall outside the scope of the role or require management approval.
- Any actual or potential breaches of organisational policies, procedures, or legislative requirements

Relationships

External	Internal
• Suppliers • Auditors	• Environmental Services Staff • Commercial Services staff and Management • Health and Safety Team • All Health New Zealand Staff

About you – to succeed in this role

You will have

Essential:

- Previous experience in cleaning, housekeeping, hospitality, or a similar service environment is preferred.

- Ability to follow cleaning procedures, instructions, and safety requirements.
- Understanding of the importance of maintaining a clean, safe, and hygienic environment.
- Ability to work effectively as part of a team and contribute positively to the workplace.
- Ability to communicate respectfully and professionally with patients, visitors, and staff.
- Ability to maintain confidentiality and demonstrate professionalism in a healthcare environment.
- Ability to safely perform the physical requirements of the role, including standing for extended periods, bending, lifting, and moving equipment.
- Commitment to following Health and Safety, Infection Prevention and Control, and organisational policies and procedures.

Desired:

- Previous experience working in a healthcare, aged care, hospitality, or other highly regulated environment.
- Knowledge or understanding of healthcare cleaning standards and infection prevention and control practices.
- Experience using commercial cleaning equipment and healthcare cleaning products.
- Knowledge of safe chemical handling and appropriate use of personal protective equipment (PPE).
- Experience working independently and managing tasks within agreed timeframes.
- A commitment to continuous learning and willingness to undertake relevant training.
- A positive attitude with a strong focus on teamwork, reliability, and delivering excellent customer service.

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.
- Complete cleaning tasks to a high standard while following Health New Zealand Cleaning Standards, policies, and procedures.
- Follow infection prevention and control requirements to maintain a safe healthcare environment.
- Use cleaning equipment, chemicals, and personal protective equipment (PPE) safely and correctly.
- Prioritise tasks and manage time effectively to meet daily cleaning requirements.
- Follow instructions accurately and seek guidance when required.
- Identify and report hazards, safety concerns, equipment faults, and incidents promptly.

Desired:

- Demonstrate confidence in using a range of cleaning equipment and healthcare cleaning processes.