

**POSITION DESCRIPTION**

**Organisational Vision**:

South Canterbury District Health Board (SCDHB) is committed *“to enhance the health and independence of the people of South Canterbury”.*

|  |
| --- |
| **POSITION: ORDERLY** |
| **REPORTS TO: Orderlies Team Leader** |
| **HOURS: As per offer letter**  |
| **PURPOSE:**The Orderly role is a key member of the Orderly Services within South Canterbury District Health Board (SCDHB) and will work in collaboration with all other DHB clinical and service areas.This role is instrumental in ensuring SCDHB are able to provide a professional, efficient and effective laundry, orderly and supply service. |
| **AREAS OF RESPONSIBILITY:**All customers and stakeholders of the South Canterbury District Health Board that require laundry, orderly and supply service delivery within service provision boundaries. |
|  | **KEY ACCOUNTABILITIES** |
| **OPERATIONAL MANAGEMENT** | * Reports to the Orderly Team Leader
 |
| **WORKFORCE****DEVELOPMENT** | * Participate in an annual performance appraisal
* Participate in DHB mandatory training as required
* Participate in relevant in-service upskilling to enable on-going professional and knowledgeable growth with equipment and protocol changes as they occur
* Proactively upskill to provide multiskilled cover to meet service needs
* Encourage the growth of others and knowledge share within the department and wider interacting areas.
 |
| **QUALITY AND RISK** | * Promote a culture of continuous quality improvement by monitoring unit performance i.e. Participate in annual Surveys
* Foster research and evidenced based practice and facilitates the development of, and compliance with, policy and procedure guidelines
 |
| **HEALTH AND SAFETY** | * Observe all South Canterbury DHB work procedures and processes
* Understand and apply the principles of Health & Safety and Risk Management to enable staff to recognize and respond pro-actively to potential risk within the DHB
* Ensure own safety and that of others
* Report any hazards or potential hazard immediately
* Use protective equipment and wear protective clothing as provided and as required
* Ensure unsafe work situations are made safe, or, inform your line manager immediately
* Co-operate with the monitoring of workplace hazards and employee’s health
* Take an active role in the South Canterbury DHB’s rehabilitation plan, to ensure an early and durable return to work.
* Seek advice from their manager if they are unsure of any work practice.
* Work towards creating an atmosphere where staff support each other and work place violence and bullying is not tolerated.
* Ensure all incidents and accidents are promptly reported.
 |
| **KEY WORKING RELATIONSHIPS*** Patients, Whanau and visitors
* All staff of the South Canterbury District Health Board
* Contract staff to the South Canterbury District Health Board
* Any other interacting organisation that may be required
 |
| **TEAM WORK**The Orderly role is part of the Orderly Services team and within that team you are required to:* Promote and foster a team environment that enhances partnership and cooperation within the team department and service wide
* Assist in the development to new policies and procedures as required
* Attend team meetings where possible
* Demonstrate a commitment to continual improvement activities regarding quality of work
* Develop and encourage customer and stakeholder focus
 |
| **ENVIRONMENT AND FACILITIES*** Maintain a tidy, clean environment and facilities to ensure enhanced effective quality service provision
* Report / communicate equipment malfunction and facility issues to your line manager or Duty Nurse Manager immediately
* Maintain an environment which prevents spread to infection
* Dispose of any sharps, glass and infectious material in accordance with established protocols
* Ensure regular cleaning of equipment is carried out according to procedure or as determined by line manager
 |
| **PERSON SPECIFICATION - ESSENTIAL*** Maintain a tidy, clean environment and facilities to ensure enhanced effective quality service provision
* Report / communicate equipment malfunction and facility issues to your line manager or Duty Nurse Manager immediately
* Maintain an environment which prevents spread to infection
* Dispose of any sharps, glass and infectious material in accordance with established protocols
* Ensure regular cleaning of equipment is carried out according to procedure or as determined by your line manager
* Physically fit, able to work under pressure
* Be in, and, maintain good health
* Self-motivated and communicates well with others
* Is co-operative and must be able to work unsupervised
* Full clean driver’s license
* Be able to perform multiple complex, concurrent and prioritised tasks
* Maintain staff and patient confidentiality at all times
* A friendly and helpful manner and has a stable work record, honest and reliable
* Be customer focused and committed to quality outcomes
* Be committed to team work and be multi skilled in all roles
* Be able to demonstrate excellent written and verbal communication skills, including using a computer daily
* Excellent organisational and time management skills
* Ability to think logically and analytically in a problem-solving environment
 |
| **PERSON SPECIFICATION – DESIRABLE*** Relevant experience
* Relevant NZQA qualifications
* Have a good understanding of the New Zealand Health sector
* Have the ability to accept, anticipate and respond to change
* Ability to “work together” in a truthful and helpful manner
* Ability to “work smarter” by being innovative and proactive
 |
| **ORDERLY RESPONSIBILITIES:*** Duties are carried out following training in set standards, processes and procedures
* Impresting, receipting and delivery of goods and services are carried out to a high standard set by your line manager
* Work is completed in a safe, timely, effective, efficient and acceptable way
* Documentation is recorded as required in an accurate and timely manner following documentation process
* All duties are correctly prioritised including responding to emergency situations
* Staff, patients, whanau, visitors and members of the public are treated in a friendly professional, courteous manner showing empathy at all times
* Maintain strict patient and staff confidentiality at all times
* Goods, parcels, specimens, blood products and other items are collected and delivered efficiently and timely
* Completion of any other reasonably requested duties required by the Orderly Service
* Any other task directed by the Orderlies Team Leader or Supply Supervisor
 |
| **KEY ORDERLY TASKS*** Collect and deliver any items or equipment as required by wards & departments, this can include – goods, bloods, specimens, mail, milk, ice, gas, medication, patient notes etc. Essentially a fetch and deliver service
* Collect GP mail, file and deliver
* Deliver patient meals to any offsite services
* Assist with security and mortuary
* Receive and issue crutches or other patient aids
* Answer the telephone and deal with inquiries and requests
* Patient transfers

**KEY LAUNDRY TASKS*** Collect and stack soiled bags or cages of linen
* Unload and unpack delivery of clean linen
* Quality control of linen delivered
* Imprest wards/department linen requirements
* Order online the linen required for each ward/department
* Deliver linen required by each ward/department ensuring deliveries are on time and in order of priority
* Ensure ward/department linen is sufficiently stocked for a minimum of 3 days
* Ensure storage site is sufficiently stocked for a minimum of 5 days
* Assist with sizing of staff uniforms, order staff uniforms as required and deliver to staff member
* Transport goods to and from Timaru Hospital to set destinations
* Answer the telephone and emails and deal with inquiries

**KEY SUPPLY TASKS*** Process all incoming goods accurately and timely
* Check and receipt all goods individually against packing list into Supply system. This includes checking condition of goods, items and quality are correct and expiry date is acceptable
* Ensure all goods are stored in the correct area
* Using the department picking lists, pack all orders received
* Deliver internal customer orders to the departments, ensuring customers receive their orders in a timely manner
* Advise customers and Supply Supervisor of any delays
 |

**The intent of this position description is to provide a representative summary of the major duties and responsibilities.**

**Agreed by:**

Job Holder’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_