

Title	Orderly Team Lead		
Role ID			
Reports To	Support Services Manager, South Canterbury		
Location	Timaru Hospital		
Business Group	Support Services		
Hours of Work	As Per Contract		
People	Direct Reports: 17 (11.5 FTE)	Indirect Reports: 0	
Budget	Opex: TBC	Capex: \$0	
Delegated Authority	HR: Within budget	Finance: 10K	
Job Band	D	Step	As per contract
About the Role	This is a team lead role responsible for proactively organising the orderly team to ensure effective and efficient service delivery. The role: • Promotes patient safety and quality related care and services • Leads and supervises the daily operations of the orderly service for Timaru Hospital, this will include at times personally covering some orderly duties • Leads the orderly team, facilitating consistent support, coaching and training for this clinical support group • Proactively identifies and works with management to mitigate risks associated with worker [Orderly] health, specifically any physical or psychological condition that affects the ability to safely perform their duties and creates risk to themselves or others.		
Organisational Impact	Giving effect to the vision of promoting, enhancing and facilitating the health and wellbeing of the people of our South Canterbury District.		

Key Result Areas	Expected Outcomes (Role specific)
Staff Development	• Complete a regular personal performance appraisal and conduct annual performance appraisals with each team member • Participate with in-service education as appropriate and ensure all staff attend appropriate training sessions to maintain best practice and competence • Maintain oversight of the team, and individual training needs, liaising with the Staff Development team to facilitate and/or deliver training requirements • Ensures all new staff are given a full, and fit-for-purpose orientation and induction • Ensures all team members are trained to new duty areas as required • Maintain a training planner/matrix and report on as directed.
Quality Improvement	• Responsible for ensuring the Orderly team understand the correct use of materials/equipment and regularly reviews this to ensure compliance and safety • Consults with the Support Services Manager to ensure effective rostering practice is maintained • Ensures all duty logs are maintained as required, assisting with the timely identification of service improvement opportunities • Ensure all audits for the Orderly service are completed as required. Reports all results and any corrective actions to the Support Services Manager • Demonstrate and foster a team commitment to the Health and Disability Sector (HDSS) certification requirements.

Risk Management	Support activities that proactively identify and mitigate risks associated with the delivery of Orderly services, including the promotion of risk analysis, effectiveness assessments and contributing to the development of mitigation strategies.
Organisational improvement	- Actively seeks feedback on service effectiveness and engages the orderly team [and others] to identify opportunities for change - Will support the development and implementation of new processes - Proactively monitors the impact of change, assesses any need for adjustment and collaboratively implements.
Key Initiatives	- Leads the team ensuring that all agreed standards of cleanliness, hygiene and infection, prevention control requirements are maintained - Ensures the Orderly service is meeting all required KPIs - Maintains staff roster requirements, ensuring any additional provision of staff is within budget. This includes short notice changes to the rosters that may impact planned leave and rostered days off - Proactively demonstrates portfolio achievement by working collaboratively with key stakeholders - Build relationships with key stakeholders across the organisation and identify when resource requirements change, reporting these to the Support Services Manager - Ensures all complaints and investigations are followed up and responded to within 24 hours of receipt, and feedback provided - Proactively oversee sickness/absence, including the accommodation of employees returning to work, in consultation with the Support Services Manager - Other reasonable duties as requested by management.

Key Result Areas	Expected Outcomes for a Team Lead
People and Culture	- Supports a culture that enables employees to learn and grow to deliver responsive and trusted services, ensuring career growth and development, and supporting Health NZ to be seen as a preferred employer - Acts as an ambassador for the values and behaviours of the desired organisational culture, Te Mauri o Rongo¹, ensuring unification of diverse individuals and teams whilst supporting positive local cultures to be retained and strengthened, and driving performance through effective teamwork and empowerment to achieve current and future service delivery - Supports the team so Te Whatu Ora South Canterbury has the skills and performance outcomes it requires now and for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities, and others.
Health Outcomes	- Displays commitment through actively supporting all Occupational Health, Safety & Wellbeing initiatives - Ensures the Orderly team maintain adequate safety standards on the job through consultation, training and supervision - Supports injured or ill team members back to work, having maintained appropriate contact whilst they were away from the workplace - Is involved in Health and Safety through participation and consultation.
Planning, direction, and operational leadership	- Thinks, plans, and acts strategically - Supports the team in the vision to meet current and future needs.
Achieving Equitable Outcomes	Contributes to a culturally safe workforce, reflecting our diverse community, and better understanding own cultural perspectives to bring awareness and how this may unconsciously impact interactions and service delivery, to advance work across a range of social contexts.

¹ Health Charter

Collaboration and Relationship Management	- Builds mutually beneficial partnerships internally and externally with inter-dependent stakeholders to achieve sustainable performance outcomes - Role models effective team player behaviour and works to support inclusive, productive interactions and service delivery by actively breaking-down silo thinking and behaviour - Collegially supports others to do the same - Maintain active engagement with and support of the team, through team meetings.
Health & Safety, Compliance and Reporting	- Support 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 - Active supervision to ensure compliance with relevant statutory, safety and regulatory requirements applicable to the team - Promote appropriate risk reporting, management and mitigation activities are in place within the team - Understands, and operates within the financial and operational delegations of the role, ensuring peers and team members are also similarly aware.

Key Relationships	
External stakeholders - ACC - Work AON (AEP Provider) - Union Partners	Internal stakeholders - Patient, Whanau, Visitors - Department Leadership and operational teams - Contractors (Cleaning, Meals, Linen, Labs, Security)

Essential Requirements	
Experience	24 months service experience - Leadership and Coaching skills - Proven experience in administrative tasks, including rostering of staff - Intermediate Microsoft Office (Outlook, Word, Excel) - Ability to plan, organise, manage and motivate staff - Skills necessary to support and train the Orderly team members - Good verbal and written communication skills - Ability to plan and prioritise tasks and to work under pressure - Providing a high standard of service quality and infection, prevention control - Ability to work methodically whether individually or within a team environment - Mature and reliable approach, with a responsible attitude and use of judgement - Demonstrates active personal development and growth - Flexible and adaptable to enable services to clients/patients are met - Neat and tidy appearance - Physically fit and active.
Knowledge, Skills, and Attributes <i>Considered desirable for a Team Lead position</i>	Pae Ora & Te Tiriti o Waitangi - demonstrates an understanding of Pae Ora (Healthy Futures) Act 2022, the significance, and obligations of Te Tiriti o Waitangi, and have an appreciation of cross-cultural matters, including knowledge of tikanga Māori (or a willingness to learn). Leadership - ability to think, plan and act strategically and to connect with and inspire people to build a highly motivated and engaged team. Communication and relationship effectiveness - demonstrates mature communication and interpersonal skills, including the ability to write and present in a clear, persuasive, and impactful way, to influence others to embrace change, and to develop, unify and maintain strong internal and external relationships essential for achieving sustainable outcomes. Planning and direction - can maintain oversight of work responsibilities, to identify business or project requirements, to develop or contribute to strategies, to plan, prioritise, delegate, and organise work to deliver on short and long-term objectives across the breadth of the role. Operational leadership - can monitor and contribute to the analysis of performance, ensuring the quality-of-service delivery.

	• Continuous improvement - demonstrates an openness to the views of others, and an ability to model an agile² approach that creates a culture where individuals at all levels bring their ideas and issues for constructive debate and finding improved ways forward. • Financial accountability - has an appreciation of finance management, including budgeting, forecasting, and cost management. • Compliance and risk management - demonstrates an understanding of organisational [service] risk and compliance, legal and regulatory requirements regarding relevant regulations and standards in New Zealand, to ensure compliance with these requirements.
Education	• National Certificate in Health, Disability and Aged Support (Orderlies). Level 3.
Registrations and Certificates	• Full drivers licence

Selection Criteria	
<i>Critical knowledge, skills, and attributes, including specific cultural and/or language requirements</i>	1. Several years' experience in healthcare or a similar industry, in: ○ the provision of high-quality service to key stakeholders ○ input into developing and implementing health and safety system requirements and plans for delivering a hospital service, including the reporting on effectiveness and progress against objectives, outcomes, and outputs ○ occupational health & safety related risk management, including input into developing and implementing Critical Control Management Plans ○ continuous improvement. 2. Ability to think ahead, use initiative, establish priorities, and meet deadlines applying critical thinking and use of sound judgement to develop options, provision of advice, and translating this into meaningful action. 3. Previous experience in developing, maintaining, and influencing mutually beneficial relationships and partnerships. 4. Able to demonstrate an understanding of Pae Ora (Healthy Futures) Act 2022. Proven ability to embed in practice and lived experience, the significance and obligations of Te Tiriti o Waitangi.

² Agile approach – tries new approaches, learns quickly, adapts fast