



Position Description

Orderly

Position No: 19911-098

Report To: Perioperative Clinical Nurse Manager
Whakatane Hospital

Main Purpose

To be an effective team member with a positive customer service focus providing a high quality support service within the hospital complex.

Liase with: Public
Staff of Whakatane Hospital
External organization representatives

Principal Accountabilities

Key Areas Of Responsibility	Expected Outcomes
<p>To provide an excellent customer focused Orderly support service within the perioperative department and hospital.</p>	<p>Provides exceptional customer service.</p> <p>Patients are greeted in a friendly and courteous manner.</p> <p>Assists the perioperative teams to maintain excellent infection control standards in cleansing the operating theatres between operation cases.</p> <p>Demonstrates cleaning techniques of the highest standard.</p> <p>Shows sensitivity and an awareness of the customer and their needs.</p> <p>High priority given to patient and staff safety.</p> <p>Observes confidentiality of information obtained in working environment.</p> <p>Demonstrates sensitivity to patient privacy.</p> <p>Ensures patients are adequately covered when transporting.</p> <p>Demonstrates excellent moving and lifting techniques of patients.</p>

Key Areas Of Responsibility	Expected Outcomes
<p>Demonstrate professional work practices by utilizing sound work skills and technical expertise</p>	<p>Ensures prompt collection and transfer of patients as requested to theatres.</p> <p>Fully conversant with hospital emergency procedures.</p> <p>Promptly responds supports and assists in emergency situations as directed by staff.</p> <p>Trained as the delegated floor fire warden for the perioperative unit.</p> <p>Transporting of tissue specimens to and from East bay radiology.</p> <p>Movement of equipment, notes, folders, medical records, specimens and samples, reports, packages, staff milk, and heavy items, to specific departments.</p> <p>Collect medications ordered from pharmacy.</p> <p>Responsible for the maintenance of the sterile stock supply.</p> <p>Responsible for the maintenance of the utilities corridor, including removal of soiled linen and rubbish bags.</p> <p>Ensuring daily tasks are completed as per work index schedule.</p> <p>Reports any faulty or damaged equipment.</p> <p>Supply and replacement of gas bottles.</p>
<p>To become a valued and reliable team member</p>	<p>Handles equipment in an appropriate manner avoids negligent damage.</p> <p>Demonstrates a conscientious and reliable approach.</p> <p>Communicates effectively, positively and courteously.</p> <p>Establishes harmonious interpersonal relationships and recognizes the contribution and worth offered by each member of the</p>

Key Areas Of Responsibility	Expected Outcomes
<p>Demonstrates commitment to personal, professional growth and accountability</p>	<p>team in the provision of a high quality service.</p> <p>Shares information and knowledge with colleagues in a co-operative manner.</p> <p>Actively demonstrates safe working practices.</p> <p>Contributes to the development of team work and trust amongst staff</p> <p>Attends all mandatory D.H.B. in service education sessions.</p> <p>Participates in career pathway assessments.</p> <p>Proactively participates in yearly performance appraisal.</p> <p>Proactive and responsible in maintaining good Health and Safety standards for staff, patients and visitors at all times. Reads monthly OSH topics and signs</p> <p>Fully familiar with the incident reporting procedures.</p> <p>Protects self from injuries and infection, adhering to universal precautions policy.</p> <p>Takes pride in their presentation and standard of work.</p> <p>Be receptive to honest and specific feedback to improve performance.</p> <p>Takes responsibility for their own performance and development (prepares participates, follows through)</p> <p>Views change as a healthy and normal part of organizational growth willingly considers new ideas, approaches, policies and technology and remains flexible when adopting them.</p>
<p>Demonstrates a commitment to effective communication and relationship within the Pacific Health Organisation and Culture.</p>	<p>Demonstrates a commitment to the Treaty of Waitangi and a desire to improve status of Maori. Attend treaty of Waitangi study days.</p> <p>Demonstrates a commitment to a culture of</p>

Key Areas Of Responsibility	Expected Outcomes
	<p>continuous improvement.</p> <p>Work towards achieving a win-win situation in forums with customers and colleagues.</p> <p>Carries out any other duties to meet and service the needs of the patients, staff and departments as instructed by the Perioperative manager.</p>

The Person

This position is very active and entails heavy lifting of a wide variety of objects and patients spending long periods of time on your feet.

Essential

Personal commitment to a high standard of customer service
 An ability to work in a quiet and supportive manner
 An ability to cope under pressure
 A level of commitment to provide an orderly service of a high standard
 A sensitivity and understanding of cultural needs
 Effective team player
 Flexibility to be part of a team providing a Monday to Friday orderly service for the perioperative department
 Good personal time management skills and ability
 Able to carry, push, pull and lift safely and be comfortable walking significant distances
 Full New Zealand driving license

Desirable

Previous experience of working with the public or patients
 All BOPDHB staff are measured against the following key behaviours as part of the performance Development:
 Customer focus
 Professional/Technical Expertise
 Teamwork
 Commitment/Personal Accountability
 Effective Communications & Relationships