

## Position Description

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<b>Position</b>	<b>Security Orderly</b>
<b>Team / Service</b>	Security Orderly Service
<b>Directorate</b>	Clinical and Corporate Support Services Orderly Security
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Security Orderly Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	Wellington & Kenepuru Hospitals

## Te Whatu Ora

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The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

**Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

**Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

**Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

**Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Team/Service Perspective

The Directorate of Clinical and Corporate Support Services provides corporate and clinical support services throughout the hospital. This includes IT, patient administration and laboratory services, emergency management, Capital, Coast payroll and information reporting, property and maintenance services, procurement and logistical services, orderly, security, fleet management and linen services.

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The primary focus of the service is patient flow and security management across the district.

## Purpose of the role

The role facilitates the security of the organisation including staff, patients and assets, and offers logistical support to other functions such as the movement of linen, records and correspondence throughout the hospitals.

To provide a multi-functional, resourceful and innovative service which supports the delivery of health services.

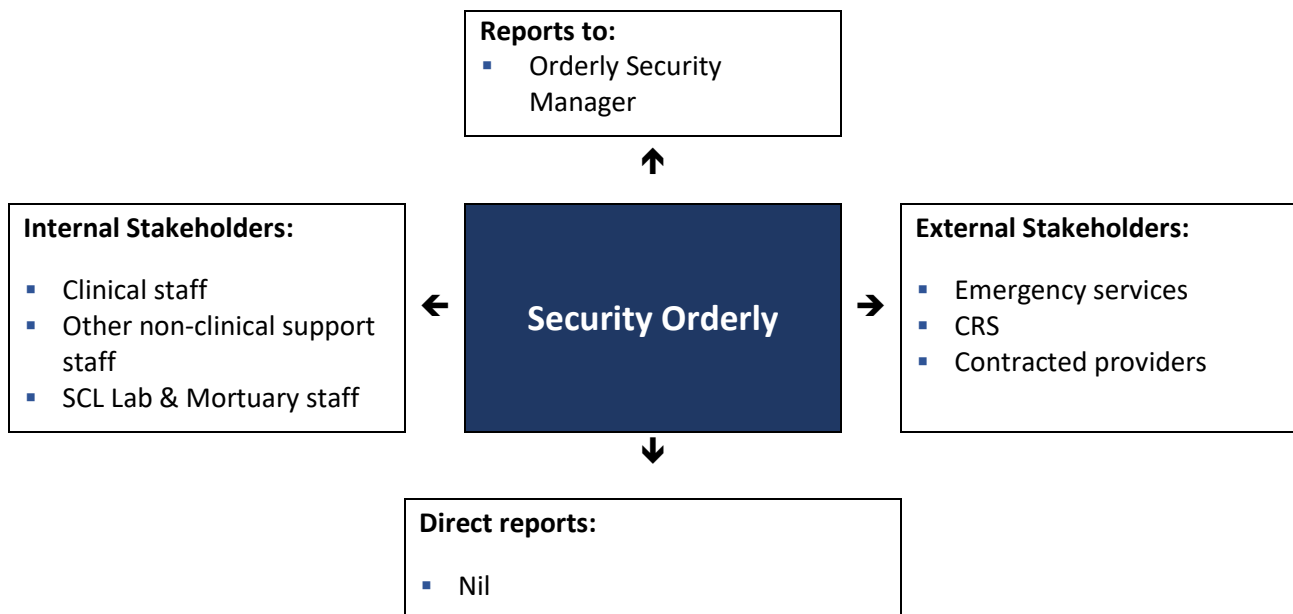
## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Relationship Management	<ul style="list-style-type: none"> <li>▪ Liaises with wards and departments to ensure that Security Orderly Services are carried out as requested in an efficient manner.</li> <li>▪ Ensures patient needs are met and the patient feels valued.</li> <li>▪ Has a thorough knowledge of the C&amp;C hospital sites.</li> <li>▪ Provides excellent customer service being responsive to customer requests or complaints.</li> <li>▪ Provides a professional image of the Security Orderly Service in behaviour and performance of duties.</li> </ul>
Security	<ul style="list-style-type: none"> <li>▪ Ensures that security measures are adhered to at all times providing for the safety and security of all district premises, staff and patients.</li> <li>▪ Deals appropriately with individuals, including patients and visitors, who pose a security risk to themselves or others on district premises.</li> <li>▪ Ensures premises are secure through foot and vehicle patrols. Monitors and responds to CCTV security, alarms and call outs by staff and offers assistance.</li> <li>▪ Competent in the process of filling incident reports.</li> </ul>
Transport and Movement of Patients and Materials	<ul style="list-style-type: none"> <li>▪ Transports patients throughout the C&amp;C sites.</li> <li>▪ Assists ambulatory patients to and from wards and departments, as required.</li> <li>▪ Assists ambulance staff with patient movement, as required.</li> <li>▪ Assists other C&amp;C personnel to lift patients and performs all heavy lifts using safe lifting methods.</li> <li>▪ Delivers and collects all hospital and patient items.</li> <li>▪ Undertakes all mortuary transfer duties in an appropriate manner and complies with the C&amp;C Mortuary Transfer policy and procedure.</li> <li>▪ Arranges transport for outgoing patients, e.g. Shuttle and Ambulance Bookings.</li> <li>▪ Ability to work safely with heavy machinery and industrial gases.</li> <li>▪ Maintains an accurate work log for all jobs including but not limited to shuttle, Smartpage and Security reports.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Retrieves, logs and processes “lost” patient property.</li> </ul>
Mailroom and copying	<ul style="list-style-type: none"> <li>▪ Undertakes all mailroom and copying duties, as required in a competent manner.</li> </ul>
Training	<ul style="list-style-type: none"> <li>▪ Undertakes and successfully completes required Security Orderly training.</li> <li>▪ Trains staff when requested to do so.</li> </ul>
Continuous Quality Improvement	<ul style="list-style-type: none"> <li>▪ Identifies and participates in process and service improvement opportunities.</li> <li>▪ Complies with standards and works to improve customer satisfaction.</li> </ul>
Risk Minimisation	<ul style="list-style-type: none"> <li>▪ Identifies risks, takes action where appropriate.</li> <li>▪ Participates in the service’s risk minimisation activities.</li> <li>▪ Complies with district Reportable Events policy and other policies and procedures.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>▪ Actively supports and complies with health and safety policy and procedures.</li> <li>▪ Proactively reports any unsafe work condition, accident or injury.</li> <li>▪ Assists in emergency procedures and CPR.</li> <li>▪ Changes Oxygen and other gas cylinders in a safe manner.</li> <li>▪ Ensures all areas used by the Security Orderly Service are kept clean and tidy.</li> </ul>
Other	<ul style="list-style-type: none"> <li>▪ Performs additional duties, as required.</li> </ul>

## Key Relationships & Authorities



## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Conflict Management</b>	<ul style="list-style-type: none"> <li>▪ Steps up to conflicts, and seeks resolutions.</li> <li>▪ Read situations quickly.</li> <li>▪ Good at focused listening.</li> <li>▪ Can discuss resolutions and settle disputes equitably.</li> <li>▪ Can find common ground and get cooperation with minimum noise.</li> </ul>
<b>Composure</b>	<ul style="list-style-type: none"> <li>▪ Is cool under pressure.</li> <li>▪ Does not become defensive or irritated when times are tough.</li> <li>▪ Is considered mature.</li> <li>▪ Can be counted on to hold things together during tough times.</li> <li>▪ Can handle stress.</li> <li>▪ Is not knocked off balance by the unexpected.</li> <li>▪ Doesn't show frustration when resisted or blocked.</li> <li>▪ Is a settling influence in a crisis.</li> </ul>
<b>Customer focus</b>	<ul style="list-style-type: none"> <li>▪ Is dedicated to meeting the expectations and requirements of internal and external customers.</li> <li>▪ Gets first-hand customer information and uses it for improvements in products and services.</li> <li>▪ Acts with customers in mind.</li> <li>▪ Establishes and maintains effective relationships with customers and gains their trust and respect.</li> </ul>

Competency	Behaviours
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is widely trusted.</li> <li>▪ Is seen as a direct, truthful individual.</li> <li>▪ Can present the unvarnished truth in an appropriate and helpful manner.</li> <li>▪ Keeps confidences.</li> <li>▪ Admits mistakes.</li> <li>▪ Doesn't misrepresent her/himself for personal gain.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Develops constructive working relationships with other team members.</li> <li>▪ Has a friendly manner and a positive sense of humour.</li> <li>▪ Works cooperatively, willingly sharing knowledge and expertise with colleagues.</li> <li>▪ Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.</li> <li>▪ Supports in word and action decisions that have been made by the team.</li> <li>▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Practises active and attentive listening.</li> <li>▪ Explains information and gives instructions in clear and simple terms.</li> <li>▪ Willingly answers questions and concerns raised by others.</li> <li>▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>▪ Is confident and appropriately assertive in dealing with others.</li> <li>▪ Deals effectively with conflict.</li> </ul>
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>▪ Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision.</li> <li>▪ Applies the notion of partnership and participation with Maori within the workplace and the wider community.</li> <li>▪ Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved.</li> <li>▪ Implements strategies that are responsive to the health needs of Maori.</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Essential Professional Qualifications / Accreditations / Registrations:

- Currently hold a full and clean driver's licence.
- Possess no criminal convictions
- Maintain a clean and tidy appearance at all times.
- Provide customer service excellence to staff, patients and visitors of the organisation.
- Good level of fitness, reliable, honest and punctual.
- Must be able to work 24/7 rotating shift roster.
- Ability to undertake the security aspects of the role including ability to manage conflict.
- Must undertake continuing and ongoing training in all aspects of the delivery of Security Orderly Services.

### B. Someone well-suited to the role will place a high value on the following:

- Conflict Management

- Empathy
- Composure
- Customer Focus
- Integrity and Trust
- Teamwork
- Communications
- Partnership with Maori

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**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.