

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	Security Orderly
Reports to	Security Orderly Manager
Location	Capital Coast
Department	Security Orderlies
Date	5 th October 2026
Salary band (indicative)ⁱ	Group B step 1
	yes

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 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 Result Area	Expected Outcomes / Performance Indicators
Relationship Management	- Liaises with wards and departments to ensure that Security Orderly Services are carried out as requested in an efficient manner. - Ensures patient needs are met and the patient feels valued.

	• Has a thorough knowledge of the C&C hospital sites. • Provides excellent customer service being responsive to customer requests or complaints. • Provides a professional image of the Security Orderly Service in behaviour and performance of duties.
Security	• Ensures that security measures are adhered to at all times providing for the safety and security of all district premises, staff and patients. • Deals appropriately with individuals, including patients and visitors, who pose a security risk to themselves or others on district premises. • Ensures premises are secure through foot and vehicle patrols. Monitors and responds to CCTV security, alarms and call outs by staff and offers assistance. • Competent in the process of filling incident reports.
Transport and movement of patient and materials	• Assists ambulatory patients to and from wards and departments, as required. • Assists ambulance staff with patient movement, as required. • Assists other C&C personnel to lift patients and performs all heavy lifts using safe lifting methods. • Delivers and collects all hospital and patient items. • Undertakes all mortuary transfer duties in an appropriate manner and complies with the C&C Mortuary Transfer policy and procedure. • Arranges transport for outgoing patients, e.g. Shuttle and Ambulance Bookings. • Ability to work safely with heavy machinery and industrial gases. • Maintains an accurate work log for all jobs including but not limited to shuttle, Smartpage and Security reports. • Retrieves, logs and processes “lost” patient property. • •
Mailroom	• Undertakes all mailroom and copying duties, as required in a competent manner.
Training	▪ Undertakes and successfully completes required Security Orderly training. •
Risk minimisation & Health & Safety	▪ Identifies risks, takes action where appropriate. ▪ Participates in the service’s risk minimisation activities. ▪ Complies with district Reportable Events policy and other policies and procedures. ▪ Actively supports and complies with health and safety policy and procedures. ▪ Proactively reports any unsafe work condition, accident or injury. ▪ Assists in emergency procedures and CPR. ▪ Changes Oxygen and other gas cylinders in a safe manner. ▪ Ensures all areas used by the Security Orderly Service are kept clean and tidy. ▪
Other	▪ Performs additional duties, as required.

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.

Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

[i]

Relationships

External	Internal
• Police, Corrections MHAIDS	• [all clinical and non-clinical support services] •

About you – to succeed in this role

You will have

Essential:

- **Essential Professional Qualifications / Accreditations / Registrations:**
- Currently hold a full and clean driver's licence.
- Possess no criminal convictions

- Maintain high standards of professionalism, integrity, and ethical behaviour
- 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.ⁱ
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate

A. 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 Māori

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.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.