

Position Description | Te whakaturanga o mahi Health New Zealand | Te Whatu Ora

Title	Orderlies			
Reports to	Team Leader – HSE, Orderlies & Drivers			
Location	Wairau			
Department	Service Supply			
Direct Reports	Nil		Total FTE	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	April 2026			
Salary band (indicative)*	Household SECA CAWU Grade 2 or Grade 4			

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Undertake primarily driver or primarily orderly work as necessary to meet service requirements.

Key Result Area	Expected Outcomes / Performance Indicators
Wairau Hospital	<ul style="list-style-type: none"> • Driving services as required • A demand delivery service of patients, mail, linen, equipment, furniture, lab samples and general items within the Hospital; including the transportation of items listed externally • Relieve Radiology, Theatre and other areas as directed • Rubbish/soiled linen collection duties • Clean linen deliveries • A security service for hospital property, patients and staff • Attend calming & restraint as is required under Restraint Legislation • Mortuary duties – Transportation and arrangements for viewing of the deceased for families. Overall security of the Mortuary and arrangement for release • Security and safety at helipad on arrival and departure of helicopter.

	<ul style="list-style-type: none"> • To provide an efficient and effective collection and delivery service to staff and others, either internally or externally. Provide a relief service for the drivers when required. • Feedback reflects that all duties are performed in a prompt, efficient and cheerful manner. • Board vehicles are driven in a legal and safe manner at all times. • Loading, unloading or assisting with any work in connection with the employers business to make best use of time available is carried out. • Equipment/mail/specimens are delivered in a smart and efficient manner at all times. • Incident reports are completed for anything compromising the safety of staff, patients and visitors. • All rubbish is collected in a safe manner and according to Waste Management and Infection Prevention Control guidelines. • Equipment and work areas are maintained to standard • Lab specimens are delivered carefully and quickly and if urgent into the hand of a Lab Technician. • Security duties are carried out to the standards required and assistance is rendered upon request to lift, restrain or otherwise assist other staff with patients in a sensitive appropriate manner. • All security responses are carried out to a high standard and that staff are fully informed of all occurrences and changes within the service. • All duties are carried out as specified in approved schedule of duties for the Orderly/Driver Services Department.
<p>Internal & External Networks</p>	<ul style="list-style-type: none"> • Develop effective and supportive interpersonal relationships with peers. • Interpersonal relationships will be conducted in such a way that it does not adversely affect patients, staff, the unit or the organisation.
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • A quality, customer-focused service is provided at all times, which follows best practice. • Participation in quality improvement processes in your area of work.
<p>Professional Development</p>	<ul style="list-style-type: none"> • Participation in annual performance review process including review of performance goals and identification of areas for professional development. • There is opportunity to upskill via CareerForce.

General	<ul style="list-style-type: none"> Occasionally rooms / beds may be requested to be cleaned. Other duties as negotiated with your Manager.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

	<ul style="list-style-type: none"> Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.
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Matters which must be referred to the TEAM LEADER – HSE, ORDERLIES & DRIVERS

- Health & Safety
- Infection Prevention
- Damage to equipment and vehicles

Relationships

External	Internal
<ul style="list-style-type: none"> • Contractors • Members of Public 	<ul style="list-style-type: none"> • Staff • Patients

About you – to succeed in this role

You will have

Essential:

- A minimum of three years secondary education or equivalent.
- A clean driver's licence.
- Have attended a defensive driving course in the last three years (preferred).
- Knowledge of safe lifting techniques.
- Experience of working in a team environment.
- Basic knowledge of Microsoft Office applications.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.
- Ability to work to a schedule.
- The ability to get on well with others.
- Able to be flexible to task changes and times at short notice, and work overtime if required.
- Able to relate and work well with others in a team environment.
- Clean and tidy dress code and appearance.
- The ability to follow directions with care and attention to detail.
- Physically able, as there is heavy lifting component to this position.
- A commitment to providing high quality customer service.
- Ability to work with customers who are physically and/or mentally challenged.
- Ability to work unsupervised.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Previous Orderly experience is advantage but not necessary

You will be able to Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Keeping Calm.
- Strong Interpersonal Skills.
- Prioritising and multi-tasking.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*