

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	Orderly
Reports to	Team Leader – HSE, Orderlies & Drivers
Location	Wairau
Department	Service Supply
Date	21 August 2026
Salary band (indicative)ⁱ	AWUNZ SECA Grade 2 to Grade 4
Children's Worker roleⁱⁱ	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:

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

Key Result Area	Expected Outcomes / Performance Indicators
Wairau Hospital	- 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.

	• 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.
Internal & External Networks	• 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.
Quality Improvement	• A quality, customer-focused service is provided at all times, which follows best practice. • Participation in quality improvement processes in your area of work.
Professional Development	• 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	• Occasionally rooms / beds may be requested to be cleaned. • Other duties as negotiated with your Manager.

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 to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Health & Safety
- Infection Prevention
- Damage to equipment and vehicles

Relationships

External	Internal
• Contractors • Members of Public	• 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:

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

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.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.