



Position Description Template

[ALL CALVARY SERVICES/SERVICE]

Version: [Version]

Position Title:	Orderly/ Transport/ General Service Assistant		
Position Number:		Cost Centre:	
Site/Facility:			
Department:	General Services		
Enterprise Agreement	Calvary Health Care Adelaide Support Services Enterprise Agreement		
Classification:	Level 3		
Reports To:	Hospitality Services Manager		
Date of Preparation:		Date Updated:	August 2016

Primary Purpose

The Orderly/General Services Assistant is accountable to the Hospitality Services Manager for the performance of a range of ancillary and portering duties associated with the 24 hour servicing of the Hospital. He/she works as an effective team member under general direction and is able to maintain confidentiality, communicate effectively and demonstrate empathy and courtesy to patients and staff at all times. Able to contribute to the maintenance of a safe working environment for patients, visitors and staff.

Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular to those people approaching and reaching the end of life, their families and carers in all our services.

Calvary's Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.

Accountabilities and Key Result Areas

People and Culture:

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect
- Complying with Hospital confidentiality policies
- Fulfilling requirements of the position description
- In conjunction with Coordinator/ Manager evaluate own performance and set goals for personal and professional growth
- Friendly, helpful and courteous manner towards patients and work colleagues

- Willingness to embrace the Hospital's core values, mission and vision and to incorporate into everyday work
- Successfully complete Annual Competencies in, Manual Handling, Sharps and Waste and Fire Safety (as applicable to the position)
- Provides evidence of satisfactory performance through the performance appraisal process. Appraisals will consist of evaluation of key performance indicators against identified role related competencies and agreed goals
- Actively creates a working environment that encourages positive staff morale, motivation and commitment, providing advice and being a role model.

Excellence in Care:

- Responsible for the provision of assistance to nursing staff and maintaining efficient department functions by functioning effectively as part of the patient care team
- Transporting of patients via wheelchair, patient trolleys or bed within all hospital areas and outside as directed by the Coordinator.
- Able to prioritise urgent patient transport in conjunction with relevant nursing staff
- Work in collaboration with external service providers and their policies and procedures
- Sourcing equipment from other Hospital areas, collecting and delivering as directed
- Providing a courier service including collecting x-rays, reports, medical records, stores, patient and hospital property and patient specimens as required
- May assist in preparing vacated rooms, including stripping beds and cleaning rooms, bathrooms and beds
- Making unoccupied beds.
- Removing rubbish and linen bags to maintain clean and tidy areas
- Perform routine rounds to check the afterhours security of the hospital and the clinic
- Assisting with patient turns and manual handling activities
- Providing assistance to patients
- Assisting with routine after hours maintenance
- As required, order and distribute medical gas cylinders
- Any other reasonable duties as delegated by the Coordinator.
- May be required to cover leave or provide assistance as directed by the Coordinator to hospital housekeeping.
- Understands and responds to the health care needs of patients
- Provide assistant during Code Black calls.

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
- Responsible for contributing to the maintenance of appropriate standards through the continuous Quality Improvement Program by being involved in Quality Activities to ensure a high standard of customer service and maintaining quality control in the provision of service (contributing to the EQUIP process)

- To work toward continuously improving processes and procedures to make it possible to exceed customer expectations, first time, every time
- Responsible for own standards of work by displaying appropriate professional conduct at work; using appropriate safe techniques when transporting patients and equipment
- Ensuring familiarity in Emergency Procedures and Manual Handling through the successful completion of an annual proficiency test
- Successfully complete Annual Competencies in, Manual Handling, Sharps and Waste and Fire Safety (as applicable to the position)

Community Engagement:

- The Orderly/General Services Attendant will also be required to develop effective working relationships, displaying commitment to customer service with all nursing and medical personnel as well as general, patient and administrative services personnel
- Knowledge, understanding and demonstration of customer service culture in healthcare

Key Relationships

Internal:	<ul style="list-style-type: none"> • Hospitality Services Manager • Nursing Administration
External:	

Position Impact

Direct Reports:	•
Budget:	•

Selection Criteria

- Pre-requisite skills will have been acquired through relevant training and experience
- Ability to perform physical duties including medium strength manual handling
- Basic literacy and numeracy skills
- Good verbal communication skills
- Exercise judgment and initiative in the day to day execution of their own work
- Clean, tidy appearance
- Ability to work with a wide variety of people
- Flexible working attitudes
- Ability to respect and maintain patient confidentiality
- Other requirements/responsibilities of the position

Approvals

Job Holder's signature:	Date:
Manager's signature:	Date: