

1. General Information

Position Title:	Orderly
Division/Department:	Group Support Services / Environmental Services
Position Reports to:	Hospitality Services Operations Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	ORD 01-ORD 05
Location:	All Sites – as advertised
Employment Status:	Full time/Part time/Casual
Resource Management (for Management positions only)	
Number of Direct Reports:	Nil
Budget under management:	Nil
Key Relationships - internal and external	<ul style="list-style-type: none">• Hospitality Services Operations Manager• Orderly Supervisor/Environmental Services Supervisor/Environmental Services Team Leader• Carps Controller• Patient Transport Team• NUM, ANUM and Patient Care team, internal service providers i.e. Nursing and Ward Administration staff,• Patients, inclusive of family member/s and visitors

2. Overview of Epworth HealthCare

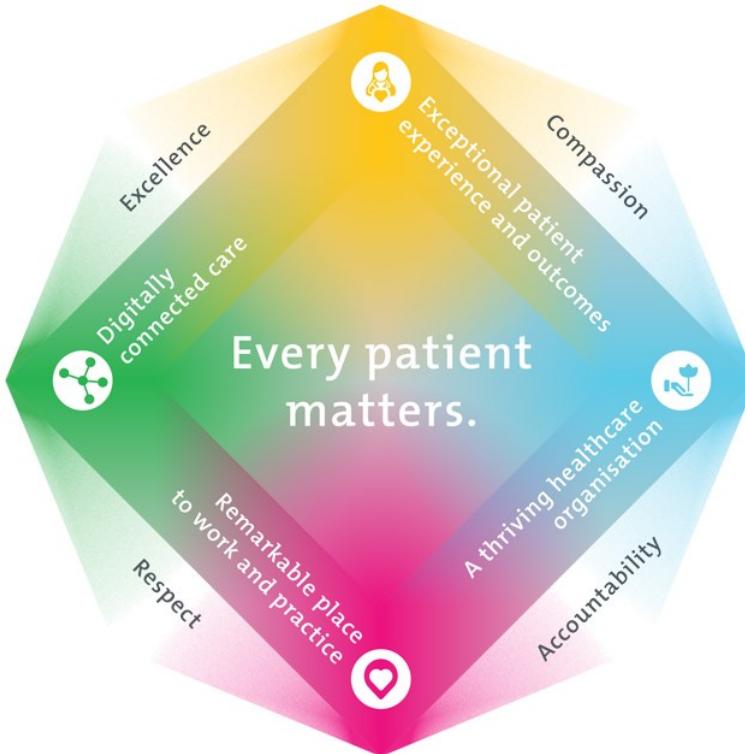
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The role of Orderly is to provide assistance to clinical departments with patient transportation within the hospital site, assistance with care activities and utilising occupational health and safety equipment and resources as required. Part of this role entails the movement of other items such as pathology specimens, pharmacy, and luggage; including the transport of deceased to the mortuary. This role will also be required to perform various housekeeping procedures in ward, theatres, common and public areas. Working within a self-directed framework, the orderly will contribute to the overall performance of the team, ensuring consistency with Epworth's Values.

This is an active role within the Epworth team, participating in building a community-based culture that fosters a spirit of achievement, capability development, which will ensure Epworth delivers exceptional patient care.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Clinical Responsibilities</p> <ul style="list-style-type: none"> Safely move and transport patients between departments, ensuring comfort, dignity, and adherence to hospital protocols. Safely move and transport patients, as required, interdepartmentally within the hospital site Actively participate as a supportive member of the department, assisting colleagues as required. Clean and maintain equipment to ensure functionality and compliance with infection control standards. Contribute to ensuring a safe and tidy work environment Safe and timely transport of items as delegated, including instruments, medical records. To contribute to ensuring a safe and tidy working and storage environment Observe safety procedures and instructions provided, and work in a manner which minimises the risk of injury to themselves, fellow employees, patients and visitors according to Epworth Hospital policies and procedures relating to Occupational Health and Safety. Identify and report potential hazards to the team leader or manager to initiate risk management processes. Respond to patient and visitor needs promptly and professionally. Ensure patient privacy and dignity are maintained at all times. Act as a role model in delivering exceptional customer service. 	<ul style="list-style-type: none"> Duties are performed in a way to ensure patient care activities are delivered in a timely manner Demonstrates behaviours that supports Epworth's values and behaviours Equipment is maintained in accordance with Health and Safety guidelines Clean, Tidy and safe work environment maintained in accordance with specified work schedules and cleaning systems Adherence to all infection control guidelines, practices and principles Demonstrates a commitment to and an understanding of the need for maintaining a safe working environment Develops and maintains positive, professional relationships with patients, visitors, and staff to ensure a high standard of customer service Compliance with Information Privacy Act (2000) and the Health Records Act (2000)
<p>Quality Improvement</p> <ul style="list-style-type: none"> Demonstrates a commitment to continuous improvement in service delivery and clinical practice. Willingness to identify potential areas of quality improvements 	<ul style="list-style-type: none"> Actively participates in Quality Improvement programs and initiatives. Evidence of participation in quality activities Improved patient care Improvement in performance of department

<ul style="list-style-type: none"> • Proactively identifies opportunities for enhancing quality and safety within the department. • Provides constructive feedback and innovative suggestions to the Manager, Supervisor, or Team Leader to support quality initiatives. • Actively engages in quality improvement activities aligned with the National Standards for Clinical Excellence and ACHS Accreditation Standards. 	<ul style="list-style-type: none"> • Demonstrates a proactive attitude in reviewing, supporting and implementing relevant initiatives into service
<p>Professional Development</p> <ul style="list-style-type: none"> • Maintain and update professional knowledge and skills to support best practice. • Actively participates in the annual Performance Development Plan (PDP) process. • Regularly evaluates personal performance and implements strategies for ongoing self-development. 	<ul style="list-style-type: none"> • Demonstrates alignment with the position profile, departmental objectives, and all relevant policies and procedures. • Completes all mandatory training and annual competency requirements within specified deadlines.
<p>Team Effectiveness</p> <ul style="list-style-type: none"> • Work cooperatively and collaboratively with all members of the patient care team to ensure seamless service delivery. • Provide positive, constructive feedback to colleagues to support a culture of continuous improvement. Actively participates as a member of the departmental team • Actively contribute as an engaged member of the departmental team. 	<ul style="list-style-type: none"> • Attends and actively contributes to department and team meetings to support collaboration and information sharing. • Seeks and values feedback from team members to enhance performance and foster a positive work environment.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p>	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

Position Description



Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.

- Provide excellent, helpful service to patients, visitors and staff
- Communicate with clear and unambiguous language in all interactions, tailored to the audience
- Build customer relationships and greet customers and patients promptly and courteously
- Actively seek to understand patients' and their family's (customers) expectations and issues

Safety and Wellbeing

Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace

- Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan

- Adhere to infection control/personal hygiene precautions
- Implement and adhere to Epworth OHS policies, protocols and safe work procedures
- Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none">• Knowledge of Safe Manual Handling Practices <p>Desirable</p> <ul style="list-style-type: none">• Certificate 3 in Health Services Assistant
Previous Experience	<p>Essential</p> <ul style="list-style-type: none">• Previous experience in a hospital/health care environment <p>Desirable</p> <ul style="list-style-type: none">• Previous orderly/nursing assistant experience

Position Description



	<ul style="list-style-type: none">• Stamina Lift operational experience
Required Knowledge & Skills	Essential <ul style="list-style-type: none">• Demonstrate understanding of principles of customer care• Commitment to self-development and learning• Commitment to quality service• Time management and organisational skills• Well-developed communication and interpersonal skills
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	Essential <ul style="list-style-type: none">• Physically able to safely move, lift and transport patients• High standards of personal presentation• Belief in patient centred care• Commitment to providing a safe environment for patients and colleagues• Professional work ethic• Willingness to participate in team based, customer focused environment• Practices within the ethos of the Epworth HealthCare Values & Behaviours• Self-motivated and self-directed• Ability to work autonomously and as part of a team• Ability to respond to direction and comply with hospital policies and guidelines• Ability to adapt to a changing work environment

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2025	May 2023	Group Director of Support Services

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature:

Print Name:

Date: