THE QUEEN ELIZABETH HOSPITAL

JOB DESCRIPTION

JOB TITLE: Orderly
SALARY SCALE: Z38 - 34
DEPARTMENT: Orderly Services
REPORTS TO: Orderly Supervisor
DIRECT REPORTS: Nil

JOB SUMMARY

Under general supervision provides an efficient and effective orderly service to all wards and departments within the Hospital and support the daily delivery of excellent patient care

MAJOR DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as an illustration of the various types of work that may be performed:

1. Transports patients to and from various locations within the hospital in a prompt and efficient manner, ensuring the safety and comfort of the patient at all times;
2. Undertakes daily collection from Pharmacy of medical forms and samples from wards and other operational departments of the hospital for restocking, distribution and testing as required;
3. Cleans trolleys, wheelchairs and other equipment as required;
4. Undertakes delivery or collection of blood products to and from wards or the Pathology Department;
5. Ensures an effective delivery service across the hospital with respect to specimens, patient records and other materials and equipment;

6. Ensures the collection and delivery of specimens and notes in a safe and confidential manner;
7. Moves diagnostic equipment in a safe manner;
8. Ensures that removals and changes of medical gas are carried out without damage to equipment, the surroundings and risk to staff, patients and visitors;
9. Respectfully removes dead bodies and limbs to the mortuary;
10. Reports any incident/accident in the course of duty to the supervisor in accordance with Hospital policy;
11. Storage, retrieval and transport of documents across the Hospital;
12. Copies and circulates documents as required;
13. Works in compliance with all of the Hospital's Health and Safety policies;
14. Using customer service skills establishes and maintains effective working relationships with other employees, officials and members of the general public;
15. Performs any other related duty as assigned.

KNOWLEDGE, SKILLS & ABILITIES

1. Knowledge of health and safety protocols.
2. Knowledge of orderly services.
3. Ability to deal positively with emotional and stressful situations within the workplace.
4. Ability to follow simple spoken and written instructions.

REQUIRED TRAITS

- Accountability
- Collaboration
- Co-operation
- Empathy
- Flexibility and Adaptability
- Initiative
- Patience

- Respect

EDUCATION AND EXPERIENCE

The Caribbean Certificate of Secondary Level Competence.

MENTAL COMPLEXITY

Work consists of routine and repetitive tasks, processes or operations requiring the selection of simple policies and procedures which apply to the job.

PHYSICAL DEMANDS

Position requires physical exertion, deep bending and lifting.

WORKING CONDITIONS

- May be required to work outside of normal working hours.
- Required to interact with a varied range of individuals and stakeholders.

ENVIRONMENTAL CONDITIONS

Work is of a routinenature which may involve minor risks or discomforts. However, may be exposed to infectious diseases.

POTENTIAL FOR INJURY

Minor to serious injuries may be possible in the execution of duties if the appropriate Occupational Health and Safety procedures are not followed.

WORKING RELATIONSHIPS

Establishes and maintains professional working relationships with members of staff, other government workers, clients, other social work organisations and the general public.

SERVICE DELIVERY

Delivers service according to agreed specifications.

PATIENT SAFETY

The QEH Board upholds a vision, mission, value system and culture central to which is the thorough safeguarding of its patients and clients. In this regard, all staff is required to ensure and maintain patient safety through rigorous and consistent compliance with general QEH departmental work processes, procedures, policies and regulations. All assigned responsibilities will therefore be undertaken with the optimum care and efficiency to ensure that all contact with and interaction with each patient/client, whether direct or indirect, results in the best possible provision of service and the most favourable healthcare outcomes.

The holder/occupier of this position will attend (and ensure that staff under his/her supervision attends) mandatory scheduled Patient safety training. He/she will seek to continuously build the necessary professional alliances and update his/her skills/knowledge to remain abreast of developments, new innovations and technologies in the field that may be applied to the enhancement of service delivery, patient care and patient safety.

CONFIDENTIALITY

All staff, irrespective of post and department, will maintain the strictest confidentiality regarding all Patient Medical Records (PMR); employee information; financial information; proprietary information; confidential information used in research and any other confidential information irrespective of means of transmission or storage, that is, whether oral, written or electronically generated.

All staff will ensure that any confidential PMR or other confidential information obtained during the course of employment is not divulged to those not directly involved in the care of the particular patient(s) or not directly involved in the specific matter under consideration. Each employee is personally responsible for ensuring that no breaches of information security result from their actions and should be aware that all computerized information is subject to the Data

Protection Act 2005. Any breach of confidentiality will result in disciplinary action.

DATE PREPARED:

JOB DESCRIPTION AGREEMENT:

I, ... hereby confirm that this job description for the position of ..... has been discussed with me and represents an accurate, up-to-date account of the duties and responsibilities, skills, knowledge and qualifications required to undertake the position. I hereby agree to adhere fully to all the outlined requirements of the position.

....
Employee's Signature Date

....
Head of Department Signature Date