

Job Description

Porter

Commercial Services

Go through this form and click on the grey boxes to enter the appropriate information. The notes inserted in blue italics, like this one, are to help you and must be deleted once you have completed the section of the form to which they refer

Position Title:	Porter
Organisation Unit:	Commercial Services
Location:	Whangarei, Te Whatu Ora – Health New Zealand Te Tai Tokerau (Te Whatu Ora)
Responsible to:	Head Porter, Porter Supervisor Commercial Services, Te Whatu Ora
Primary Functions of the Position:	To ensure that all Porter tasks and requests from the Head Porter or Porter Supervisor for, Departments and services are expeditiously carried out to ensure continuity and support

Functional Relationships

The Porter will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none">ManagersNurse ManagersDuty CoordinatorsSecurityClinical and Non Clinical staff	Any external client, including patients

Key Responsibilities and Expected Outcomes

Te Whatu Ora has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Porter encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Collection and Deliveries
- Emergency Response
- Patient Related Functions
- Waste Disposal
- Security
- Rapid Response
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures • Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner • Attend the Te Whatu Ora Te Tiriti o Waitangi Training
Collection and Deliveries	<ul style="list-style-type: none"> • Clean linen from the laundry at least twice a day and as required • Return of empty laundry trolleys to the laundry • Collection of dirty linen from all areas at least six times a day • Supply clean linen from Porters emergency linen cupboard as requested after hours and weekends • Collect/ exchange confidential document bins from all areas • Collect/exchange biohazard bins and buckets • Collect / Delivery of stores to all departments and outlying areas • Collect / Delivery of specimens from wards and departments to laboratory • Food services delivery of meals and collect dishes as per specified times • Changing medical gases • Milk run to departments • Wheelchairs, beds and miscellaneous items to and from departments and wards • Delivery of Pharmacy goods to wards Monday to Friday • Furniture transfers between offices
Emergency Response	<ul style="list-style-type: none"> • Transport patients (night shift porter only when requested) • Act on instructions of the Emergency Coordinator
Patient Related Functions	<ul style="list-style-type: none"> • Retrieval of patient medical records when Medical records are closed • Collection of deceased from wards and delivery to the morgue • Miscellaneous

Key Responsibility Area	Expected Outcomes
Waste Disposal	<ul style="list-style-type: none"> The collection of rubbish and recycling from all areas for the hospital and the disposal of same in designated rubbish zones Daily disposal of Te Whatu Ora general rubbish to the Whangarei Re-sort transfer station The collection and breakdown of cardboard boxes suitable for recycling The collection and safe disposal of sharps buckets and biological hazard bags in designated medical waste zones Removal of all rubbish from thoroughfares to comply with fire regulations
Miscellaneous / Rapid Response	<ul style="list-style-type: none"> Furniture transfer between offices At least one porter will have a cell phone to effect a speedy response to urgent requirements
Health & Safety	<ul style="list-style-type: none"> Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> Practicing and observing safe work methods; The use of safety equipment; Reporting unsafe conditions or equipment; and Reporting and documenting all accidents or incidents
Privacy and Confidentiality	<ul style="list-style-type: none"> Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora Complete mandatory induction training on Privacy responsibilities

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> Secondary Education Driver License (Class 1) 	<ul style="list-style-type: none"> Chemical Handling qualification First Aid Driver License (Class 4)

Experience

Essential	Desirable
<ul style="list-style-type: none"> Working in a Customer related service Working independently as well as part of a team 	<ul style="list-style-type: none"> Working within a Health Sector or similar

Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none">• Te Tiriti o Waitangi and its application to the health setting• Privacy Act (2020) and Health Information Privacy Code (2020)• Health and Safety at Work Act 2015	<ul style="list-style-type: none">• Te Tiriti o Waitangi and its application to the health setting• Privacy Act (2020) and Health Information Privacy Code (2020)• Health and Safety at Work Act 2015• Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)• New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills
<ul style="list-style-type: none">• Communicate with wide range of persons• Time Management• Understanding of Technology

Personal Attributes
<ul style="list-style-type: none">• Physically fit• Team and customer focused• Shows strong initiative• Reliability• Humour• Calm disposition

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: _____

Signature of
employee: _____

Date: _____