

## Orderly/Patient Care Assistant

<b>Title:</b> Orderly / Patient Care Assistant	<b>Reporting to:</b> Nurse Unit Manager	
<b>Portfolio:</b> RDHM <b>Program:</b> Day Surgery	<b>Direct reports:</b> NA	
<b>Enterprise Agreement:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025	
<b>Classification:</b>	Cleaner/ Patient Transport Assistant Grade 1 or 2	
<b>Employment Type:</b>	Full Time/Part time	
<b>Key Stakeholders:</b>	Internal: Clinical and operational leads RDHM Quality & Safety team Transformation team People & Culture, Safety & Wellbeing DHSV corporate Universities, Community Dental Agencies	External: Patients/Consumers Families / Carers Students and university staff

### Position Purpose

The Orderly Patient Care Assistant role sits in the RDHM portfolio and reports to Nurse Unit Manager. As part of the Surgery team, this role is responsible to provide general support/assistance within the Day Surgery Unit (DSU) following DHSV policy and procedures.

### Our organisation

The Royal Dental Hospital of Melbourne is Victoria's leading oral health teaching institution. With over 130 years serving the community, RDHM stands as a beacon for oral healthcare in Victoria. In partnership with the University of Melbourne, RMIT and La Trobe University, we provide students with their earliest practical training. RDHM is funded and administered by Dental Health Services Victoria and accountable to the Victorian Minister for Health – Victorian Government.

### Our Values

Respect | Accountable | Collaboration | Transform

**Role Accountabilities: What you are accountable for**

- Transfer and position patients to/from/in beds, wheelchairs, recliner chairs trolleys, etc. as required in accordance with safe working practices.
- Relocate equipment and furniture as required.
- Setting up theatres and cleaning theatres in between cases.
- Ensure blanket warmer is stocked with blankets and restock when necessary.
- Ensure that the appropriate bed/trolley is positioned outside each theatre so that prompt transfer will occur. Place pat slide on top of mattress ready for use. Transfer patient's shoes and dressing gown to the bottom of patient bed/trolley.
- Courier items between departments/services as required – e.g. scripts, medications, specimens, forms, etc.
- Assist in the delivery of basic patient care under the supervision and direction of a registered health professional ensuring that associated duties are within scope of practice and expertise as required.
- Keep main thoroughfares and exits free of clutter and equipment.
- General housekeeping including cleaning duties primarily within the theatre complex that include, but are not limited to, cleaning, making beds, organising linen, restocking of equipment and disposables.
- Maintaining the order of storerooms and waste management; also restocking and cleaning of staff tearoom.
- Delivery of goods and documents throughout the Hospital as needed.
- Ensure linen trolley is stocked and positioned in the appropriate place.
- At the end of the day take linen trolley to outside change room for restocking by linen company.
- Keep uniform trolley tidy and colour coded.
- Ensure adequate linen bags are available and stored in the appropriate place and empty soiled linen trolley when required.
- Undertake fire warden responsibilities as required. Appropriate training and support will be provided.
- Participate in my Development ensuring goals are signed off and reviewed.
- Undertake other reasonable duties as requested ensuring effective and timely completion.
- Other duties as directed within scope of role.

**Generic:**

- Demonstrate and promote a proactive commitment to health & safety, wellbeing and the environment by actively participating in the ongoing identification of risks.
- Maintain patient privacy and confidentiality in accordance with organisational procedures and policies.
- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Model behaviours that demonstrate the Victorian Public Health Sector and DHSV values in all aspects of work.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety.
- Adhere to the DHSV Child Safety and Wellbeing Framework and Code of Conduct and all other child safe policies and procedures.

<p><b>Value Based Health Care</b></p> <p>DHSV is committed to the principals with the aim of managing the increasing demand for public dental services and achieving the best outcomes from the care we provide. Our VBHC framework guides how we work in a team to:</p> <ul style="list-style-type: none"> <li>○ Be a person-centred system based on what people need</li> <li>○ Provide the right services, by the right person, at the right time, in the right location</li> <li>○ Achieve the best outcomes at the lowest cost</li> <li>○ Integrate care across separate facilities</li> <li>○ Measure outcomes and costs for every client</li> </ul>	
<p><b>Health &amp; Safety</b></p> <p>Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.</p> <p>Follow safe work practices and directions, including the proper use of any personal protective equipment.</p> <p>Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS.</p>	
<p><b>Quality, Compliance &amp; Risk Management</b></p> <p>At RDHM we all work together to deliver world class, high quality, safe and integrated oral health care that improves patient outcomes by fulfilling our safety and quality roles. We achieve this by:</p> <ul style="list-style-type: none"> <li>○ Working within the RDHM Quality and Safety systems.</li> <li>○ Supporting RDHM in continuously improving care. We look for opportunities to improve in everything we do. Once identified we plan, implement, and evaluate improvements with the goal to improve the quality and safety of care provided.</li> <li>○ Providing safe, integrated, appropriate and patient centred care</li> </ul>	
<p><b>Diversity &amp; Inclusion</b></p> <p>By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong</p> <ul style="list-style-type: none"> <li>○ Recognise and appreciate the unique and different perspectives that each individual brings to the team</li> <li>○ Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included</li> <li>○ Respect all ideas and people so that we can create an environment where everyone feels seen, heard, and valued. Inclusive teams are better teams and are integral to our success</li> </ul>	
<p><b>Privacy</b></p> <p>The Privacy Act regulates how we collect and handle personal information, including health information. Keep all health information (any information about a person's health or disability, and any information that relates to a health service they have received or will receive) confidential and do not remove it from RDHM. This includes patient scans and photographs. If your role includes reviewing complaints or complaint information, this information is confidential and not to be recorded within the dental record.</p>	
<p><b>Your Knowledge, Skills and Experience</b></p>	
<p><b>Knowledge and Skills</b></p>	<p><b>Mandatory</b></p> <ul style="list-style-type: none"> <li>• Extensive knowledge of patient flow and coordination in theatre setting.</li> <li>• Strong knowledge of operating theatre suite and day surgery facilities.</li> <li>• Basic computer Skills.</li> <li>• Demonstrated customer service experience.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated good communication skills and ability to work as part of a team.</li> <li>• Understanding of the principles of hygiene based on the knowledge of cross infection and standard precautions.</li> <li>• Complies with Occupational Safety and Health requirements, including hazard identification and reporting, use of personal protective equipment and performing safe work practices.</li> <li>• Knowledge of handling difficult patients.</li> <li>• Demonstrated knowledge in patient maneuvering and manual handling principles and techniques.</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Knowledge of DHSV and public oral health.</li> <li>• Understanding of dental/oral health procedures and treatments.</li> </ul>
<b>Experience</b>	<p><b><u>Mandatory</u></b></p> <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills and the ability to liaise effectively with all stakeholders' levels.</li> <li>• Experience in working in a team and supporting peers.</li> <li>• Experience in working well under pressure &amp; coordinating multiple tasks in high customer/patient volume environment.</li> <li>• Work unsupervised, multi-task and relate tactfully to patients, their family and/or friends, as well as to the oral health/clinicians.</li> <li>• Working closely with Anaesthetist, Nursing team and theatre technicians.</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Experience in a public health sector environment.</li> <li>• Experience in using a patient management system e.g. Titanium.</li> </ul>
<b>Qualifications, Certifications and Other Requirements</b>	
<b>Qualifications, Certifications</b>	NA
<b>Other Requirements</b>	<p>Satisfactory Working with Children's Check (Vic) and Police Check</p> <p>Vaccination requirements as required by The Department of Health guidelines, including COVID 19- Category A per Staff Immunisation Procedure</p>
<b>Competencies</b>	
Behavioural Competencies	<p>Adaptability</p> <p>Building Trust</p> <p>Collaboration</p> <p>Care Management</p> <p>Contributing to team success</p> <p>Customer focussed</p> <p>Decision making</p> <p>Quality Orientation / initiating action</p> <p>Managing Work</p>
<b>Role Location</b>	This role is based on site

Document Title	Version	Sign off date
Orderly/Patient Care Assistant	1	July 2025