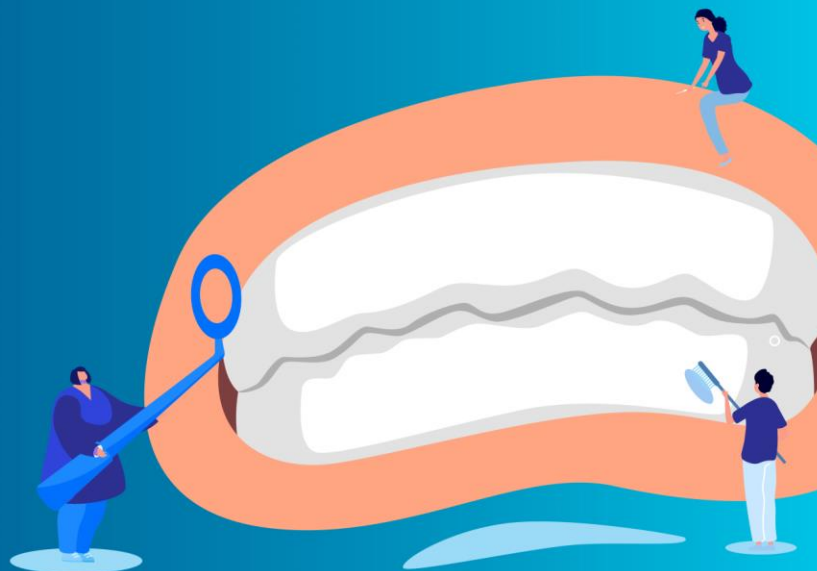


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ORDERLY ATTENDANT

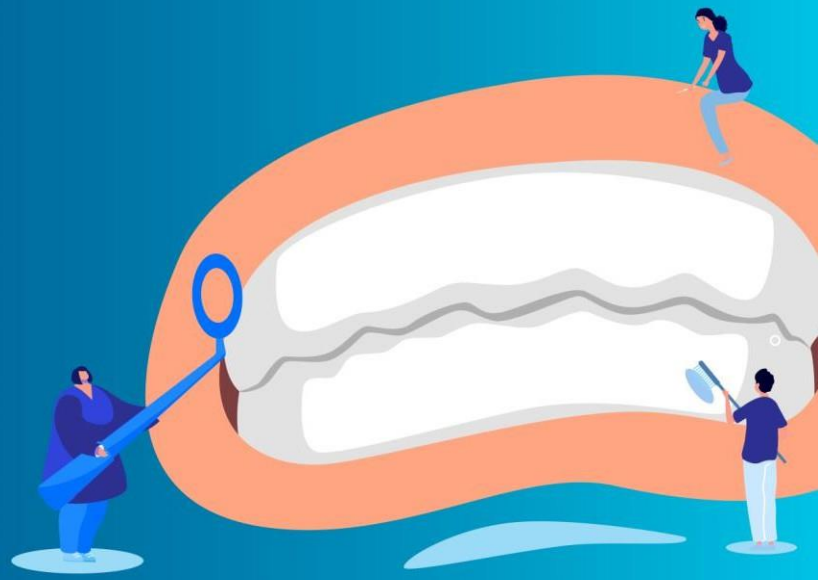
Title: Orderly Attendant (CSSD)	Reporting To: Manager (CSSD), Royal Dental Hospital of Melbourne
Business Unit: Central Sterile Services Department (CSSD)	Reviewed: June 2024
Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025	Classification Level: IN19

Position Purpose:

The Central Sterile Services Department (CSSD) provides reprocessing services and coordination of instrument requests and delivery for the hospital, thus contributing towards delivery of safe clinical care. This position is responsible to transport instruments between CSSD and each of the clinical areas within the hospital. Additional responsibility is providing orderly and patient transport duties.



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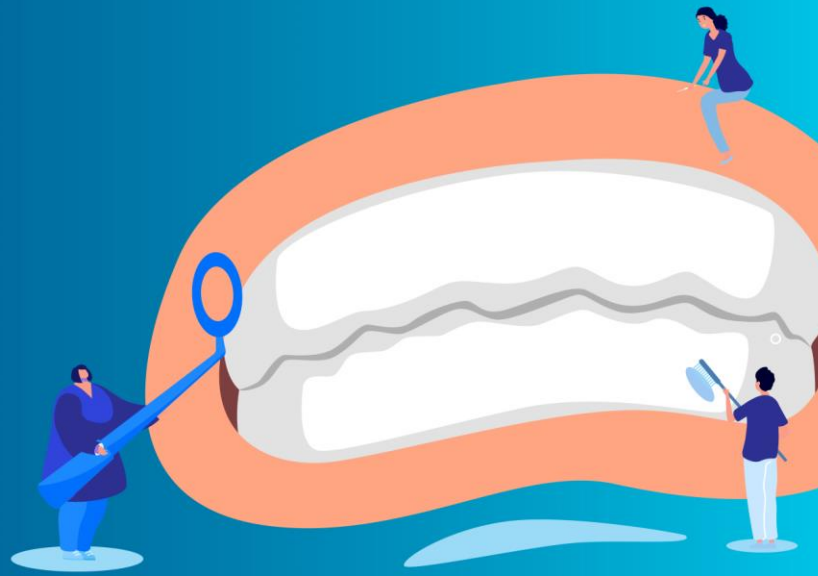
Role Accountabilities:

Role Specific

- Coordinate the requested instruments to and from clinics to CSSD.
- Assist with collection and distribution of instruments to and from clinical spaces throughout the hospital in a timely manner.
- Assist with rotation, receiving out of date instrument packages.
- Transport medically stable patients through areas of the hospitals as needed.
- Under the direction and supervision of the Senior Instrument Technician, perform duties in accordance with established procedures and methods of the hospital.
- Communicate with the seniors and clinical staff members on the floor and respond to instrument requests.
- Dispense any requested emergency supplies as needed to the departments.
- Transport any laboratory work and deliver to the clinics.
- Notify and communicate with the manager of any instrument wear and tear in a timely manner.
- Assist CSSD staff with other duties related to organising when required.
- Reporting to the manager, any equipment shortages as escalated by clinics in a timely manner.
- Follow patient safety and infection control procedures and meet national standards and infection control principles.
- Assist in implementing any infection control pilots that help improve systems and transport of instruments.



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- Ensure current work practice is in accordance with organisational Health and Safety, and Quality standards.
- Ensure public patients are treated in a friendly, courteous, and acceptable manner always.

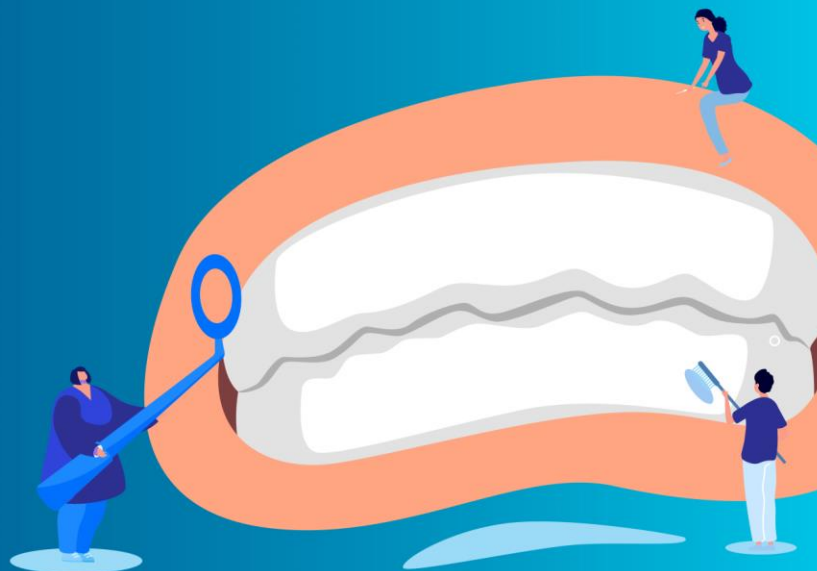
Generic:

- 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.





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Role requirements:

Knowledge:

Mandatory

- Knowledge of Infection Control Standards
- Knowledge of patient care processes, techniques and terminology in the health environment
- Knowledge of safety and compliance guidelines within hospital setting
- Police Check and WWCC
- Knowledge and use of standard MS Office suite of tools esp. Outlook, Word, and Excel

Desirable

Knowledge of safety standards and accreditation processes.

Behavioural Competencies:

- Patient relations
- Building trust
- Managing work
- Collaboration
- Contributing to team success
- Adaptability
- Quality orientation or initiating action

Experience:

Mandatory

- Excellent verbal and written communication skills
- Experience in providing great patient service experience.
- Experience in following infection control guidelines within a hospital setting.
- Ability to lift equipment or transport trolleys in line with manual handling techniques.
- Experience working through periods of high and varied workloads at different times.
- Accept new responsibilities, acquire, and demonstrate relevant new knowledge.

Desirable

- Experience working in a public health setting.
- Experience working in fast paced environment.

KPIs:

To be developed in conjunction with incumbent