



**Presbyterian Support**  
Southland



## POSITION DESCRIPTION

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whanau in the wider community of Southland.

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| <b>Position:</b>                          | Domestic Worker  |
| <b>Responsible to:</b>                    | Manager of the Home  |
| <b>Responsible for:</b>                   | To provide food service and housekeeping duties as required  |
| <b>Purpose:</b>                           | To provide quality food service and housekeeping services in the facility, performing duties in a manner that reflects and respects the 'home' environment of the Residents. |
| <b>Key Qualifications and Experience:</b> | Previous experience in food handling/food service<br>Interest or experience in Cleaning and Domestic work<br>Some relevant training in Cleaning and Domestic work            |
| <b>Hours:</b>                             | As rostered  |

## Key Tasks

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### **1.0 *Contribute to an outstanding food service experience for all Residents***

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#### **Performance Expectations:**

- (a) Help to ensure Residents receive an excellent food service experience through providing optimum customer service and maintaining high quality standards.
- (b) To help provide a safe and hygienic service which meets all quality standards required of a kitchen environment.

#### **Successfully Demonstrated by:**

- Carrying out all serving as directed by the First Cook (or in their absence, the Relieving Cook).
- Working with senior kitchen staff to plan and prioritise work load, and assisting others or seeking assistance to help ensure food service runs smoothly.
- Referring any complaints or problems to the First Cook to ensure these are dealt with promptly and appropriately.
- Learning and ensuring all food safety and sanitation requirements and practices comply with government regulations and Presbyterian Support Southland/Enliven policies.
- Learning and ensuring safety and security procedures are followed to maintain a safe environment for Residents and staff alike
- Taking responsibility for personal health and safety.
- Maintaining a high standard of personal hygiene, e.g.
  - Careful and diligent hand-washing techniques used at all times.
  - Finger nails clean and free from nail varnish.
  - Jewellery removed.
  - Work garments are fresh and clean at all times.

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### **2.0 *All areas are kept to a high standard***

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#### **Performance Expectations:**

- (a) Contribute to a clean, safe, homely environment for Residents to live in and for staff to work in.
- (b) Areas cleaned as specified in Daily Task sheets.
- (c) Work as an effective part of the team.
- (d) Demonstrate safe and competent performance at all times.

#### **Successfully Demonstrated by:**

- Ensuring Daily Task Sheets are reviewed, and that all duties are completed in accordance with policy standards.
- Performing duties in a structured and methodical way ensuring all daily goals are met.
- Understanding duties lists and plans daily workload.
- Ensuring you have read and understood at orientation the key policies:
  - Universal Precautions
  - Waste Management

- Privacy and Dignity
- Informed Choice
- Hazard Register
- Incident Accident reporting
- All areas comply with the above appropriate policy standards.
- Undertaking chemical compulsory training.
- Participating in audits of the area and working on quality improvement initiatives for the area.
- Keeping all work areas, including the cleaners' cupboard, clean and tidy and ready for the next person to use.
- Ensure has understanding of how to use emergency procedures if finds a Resident in difficulty.
- Appropriate use of all equipment and chemicals required:
  - Uses correct equipment for the task.
  - Reads Material Safety and Data Sheets.
  - Reports any problems with chemicals or equipment, utilises incident recording system as appropriate.
  - Ensures all chemical bottles are labelled and filled with product ready for use.
  - Uses the Call bell system.

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### **3.0 Treat all Residents with dignity and respect, and ensure a 'home' environment is maintained**

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#### **Performance Expectations:**

- (c) Treat all Residents and their visitors with dignity and respect, and ensure Residents feel that they are living in their own home.
- (d) Encourage and ensure social interaction with Residents while mindful of the duties that you are required to undertake and complete.

#### **Successfully Demonstrated by:**

- Contributing to a cheerful homelike environment.
- Understanding and demonstrating that the Residents are the home owners.
- Helping and supporting Residents through providing them with service that meets or exceeds their expectations.
- Interacting with Residents and visitors in a manner that is respectful, patient, tolerant and understanding.
- Treating Residents with dignity and respect, including knowing Residents by their preferred name and using it.

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### **4.0 Establishes effective relationships within the team**

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#### **Performance Expectations:**

- (a) Establish relationships with members of the team to assist in identifying areas for personal/professional development.
- (b) Utilise opportunities for personal/professional development.

#### **Successfully Demonstrated by:**

- Sharing and supporting others in attainment of team goals
- Establishing and maintaining relationships with people at all levels, putting others at ease.
- Identifying areas of learning and willingness to further opportunities for education and development.

- Ensuring continuing development in this role by undertaking education and actively being an invaluable member of the team.
  - Encouraging team work at all times.
  - Participating in team meetings.
  - Taking opportunities to work in other areas apart from the regular area you are in
- Ensuring you have adequate knowledge of other work areas - this may require extra orientation.

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## **5.0 Professional communication**

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### **Performance Expectations:**

- (a) Ensure that all communication both verbal and written is professional, open and honest.

### **Successfully Demonstrated by:**

- Promoting open communication amongst all staff and Residents at all times.
- Expressing and presenting information clearly both in writing and orally
- All conversations with Residents and their family/whānau are to be in a polite, friendly manner.
- Maintaining confidentiality and abiding by requirements of the Privacy Act – does not discuss matters relating to staff, Presbyterian Support Southland/Enliven or Residents in any public place.
- Answering phone in warm and friendly way, with the home name and your name.
- Polite and professional manner when speaking with all colleagues, Residents, family/whānau, and other visitors.
- Ensuring all concerns and problems are discussed so they can be resolved. This is an excellent time to use your orientator/team leader to assist in this.

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## **6.0 Compliance with All Presbyterian Support Southland/Enliven policies**

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### **Performance Expectations:**

- (a) Ensure compliance with all Presbyterian Support Southland/Enliven policies.

### **Successfully Demonstrated by:**

- Complying with all Presbyterian Support Southland/Enliven policies including:
  - Infection control
  - Health and safety
- Being aware of your own limitations and when you require assistance/support that you ask for help.

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## **7.0 Health and safety**

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### **Performance Expectations:**

- (a) Perform in accordance with the Health and Safety at Work Act 2015.

### **Successfully Demonstrated by:**

- To understand and meet your personal obligations under the Health and Safety at Work Act 2015.
- To understand importance of and be able to complete incident reports.

- To be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out.
- Demonstrate an adequate knowledge of Health and Safety requirements as a team member.
- Ensure all new hazards are identified and reported and ensure all hazard controls are maintained and adhered to.
- Adhere to all Health and Safety policies and procedures implemented by the Company

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**8.0 Other duties**

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**Performance Expectations:**

- (a) Perform other such duties as may be reasonably required by the Manager.

**Successfully Demonstrated by:**

- Representing Presbyterian Support Southland/Enliven in a polite and professional manner at all times.
- Completing any other tasks or responsibilities reasonably delegated or assigned by the Manager.

I have read and understood this position description.

\_\_\_\_\_ (Position Holder)

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Manager)

\_\_\_\_\_ (Date)

## Skills and Behaviours

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

### **RESPECT MANAAKI**

Respect for our heritage

### **COMPASSION AROHA**

Compassion with empathy

### **FAMILY WHĀNAU WHĀNUI**

Celebration of family

### **COMMUNITY IWI WHĀNUI/HĀPORI**

Communities that make a difference

### **ACCOUNTABILITY WHAKATAU TIKA**

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

#### **Communication**

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a professional manner which is concise and non judgemental.

#### **Client Focus**

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients and wider community.

#### **Self Determination**

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

#### **Team Work**

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

#### **Accountability**

Takes personal responsibility and accountability for own work and performance. Makes timely decisions and commits to clear courses of action. Able to accept critical direction in a positive manner.

#### **Self Improvement**

Takes responsibility for own development and actively pursues learning and development opportunities.

#### **Planning and Organising**

Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes.

**Problem Solving and Decision Making**

Analyses problems, breaks into core parts, investigates, evaluates and finds appropriate solutions to relevant problems.

**Agreed by:**

\_\_\_\_\_ (Job holder's signature)

\_\_\_\_\_ (Facility Manager's signature)

\_\_\_\_\_ Date