

POSITION DESCRIPTION

Title:	Service Worker Team Leader
Division/Department:	Domestic
Company:	Presbyterian Support Southland
Reports to:	Care Home Manager
Responsible for:	<ul style="list-style-type: none"> • Supervision of Domestic staff • Domestic Audit • Domestic and housekeeping duties as required
Key Qualifications and Experience:	<ul style="list-style-type: none"> • Previous experience and training in cleaning and housekeeping work • Previous experience supervising and managing staff • May possess qualifications/training in the areas of health and safety and/or staff management
Hours:	Rostered Duties

CHARTER

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/whānau in the wider community of Southland.

Our Values:

- **Respect** – Manaaki: Respect for our heritage.
- **Compassion** – Aroha: Compassion with empathy.
- **Family** – Whānau Whānui: Celebration of family.
- **Community** - Iwi whānau/Hāponi: Communities that make a difference.
- **Accountability** – Whakatau tika: Holding ourselves accountable.

Job Purpose: To supervise and provide quality domestic laundry and housekeeping services in the facility, performing duties in a manner that reflects and respects the 'home' environment of the Residents. Also responsible for assisting with training of all team members

Responsibilities, Key Tasks and Performance Measures:

1.0 Respect and dignity

Performance Expectations:

- (a) Treat all Residents and their visitors with dignity and respect, and ensure Residents feel that they are living in their own home.
- (b) Ensure Residents are held in high regard.

Successfully Demonstrated by:

- Contribute to a cheerful homelike environment.
- Understands what a Resident driven environment is and demonstrates that the Residents are the homeowners.
- Helps and supports Residents by providing them with service that meets or exceeds their expectations.
- Interacts with Residents and families/whānau in a manner that is respectful, patient, tolerant and understanding.
- Have an awareness of the aging process and the intellectual and physical disabilities that arise as a result of aging.
- Understands and is considerate of spiritual, cultural beliefs and needs.

2.0 Ensure effective leadership and oversight of the team

Performance Expectations:

- (a) Oversee the team to ensure domestic and housekeeping services occur in accordance with duty lists and policy.
- (b) Work both as an effective part of the team and, as necessary, as an effective supervisor/team leader.

Successfully Demonstrated by:

- Is prepared to lead the team to ensure domestic and housekeeping services are performed in accordance with duty lists and policy.
- Monitors the standard of domestic and housekeeping work performed, identifying any areas for improvement, and taking steps to address these.
- Ensures all team members have a clear understanding of the standard of work required and provides further training where necessary.
- Personally understands, and assists others to understand, Presbyterian Support Southland/Enliven policies and procedures relating to domestic and housekeeping services.
- Encourages and motivates team members to perform at their best.

3.0 Ensure all areas are kept to the required standard

Performance Expectations:

- (a) Ensure self and other domestic staff 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) Demonstrate safe and competent performance at all times, and ensure the same from others.

Successfully Demonstrated by:

- Ensures Daily Task Sheets are reviewed, and that all duties are completed in accordance with policy standards.
- Monitors that duties are performed in a structured and methodical way ensuring all daily goals are met.
- Ensures all team members understand their duty lists and plan daily workload.
- Maintains a good understanding of the key policies and shares knowledge with others:
 - Universal Precautions
 - Waste Management
 - Privacy and Dignity
 - Informed Choice
 - Hazard Register
 - Incident Accident reporting
- Ensures all areas comply with the above appropriate policy standards.
- Undertake chemical compulsory training and ensure all team members participate as required.
- Participates in audits of the area and works on quality improvement initiatives for the area.
- Ensure all team members (including self) keep all work areas, including the cleaners' cupboard, clean and tidy and ready for the next person to use.
- Ensures self and all team members understand how to use emergency procedures if finding a Resident in difficulty.
- Ensure appropriate use of all equipment and chemicals by self and others as 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 correct product ready for use.
 - Uses the Call bell system.

4.0 Establishes effective relationships within the team

Performance Expectations:

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

Successfully Demonstrated by:

- Shares and supports others in attainment of team goals.
- Attend compulsory education sessions as required.
- Able to establish and maintain relationships with people at all levels, puts others at ease.
- Identify limitations in your performance and work with colleagues and other senior staff to minimise these.
- Identifies areas of learning and demonstrates willingness to further opportunities for education and development.
- Ensures continuing development in this role by undertaking education and actively being an invaluable member of the team.
 - Encourages teamwork at all times.
 - Participates in team meetings.
 - Takes opportunities to work in other areas apart from the regular area you are in.

- Ensure you have adequate knowledge of other work areas.
- Identify further development interests for self and team and assist with training as necessary.

5.0 Health and safety

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

6.0 Effective management of time and resources

Performance Expectations:

(a) Work to manage your own time and resources in a “Resident driven” environment.

Successfully Demonstrated by:

- Learn to appropriately use all Presbyterian Support Southland/Enliven resources which includes staff time as well as equipment and aids.
 - A guideline to assist in the efficient use of own time is given in the guideline given in the Resident requirements (task card).
- Ensure you have completed the orientation handbook by week six and attended the six week and three-month meetings with the designated staff member. Have identified your own strengths and weaknesses.
- Understands duties lists and plans daily workload within Resident requirements information (task card).
- Performs duties in structured and methodical way ensuring all daily goals are met.

7.0 Professional communication

Performance Expectations:

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

Successfully Demonstrated by:

- Always promote open communication amongst all staff and Residents.
- Able to express and present information clearly both in writing and orally.
- All conversations with Residents and their family/whānau are to be in a polite, friendly manner.

- Maintains confidentiality and abides by requirements of the Privacy Act. Does not discuss matters relating to staff, Presbyterian Support Southland/Enliven, or Residents in any public place.
- Answers phone in warm and friendly way, with the facility name and your name.
- Polite and professional manner when speaking with all colleagues, Residents, family/whānau, and other visitors.
- Makes self accessible to team members and encourages them to ensure any concerns or problems are discussed with senior staff/team leader so they can be resolved.

8.0 Other duties

Performance Expectations:

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

Successfully Demonstrated by:

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

9.0 Additional Responsibilities

- Maintains task lists are up to date
- Assists with the Domestic Roster in collaboration with Care Home Manager and Administrator
- Completes all new Domestic Staff orientation
- Ensures all training and compulsory education is maintained and up to date for Domestic staff
- Delivers education as needed
- Attends H&S, Management, ICQR, Staff, Family, and Residents meetings; other meetings if appropriate
- Chairs Domestic Team meetings
- Maintains Domestic areas to meet audit standards
- Complete performance reviews with the staff on their team
- Ensures all vacant rooms are prepared and presented at a high standard for new admissions

I have read and understood this position description.

_____ (Position Holder)

_____ (Date)

_____ (Manager)

_____ (Date)

Person specification:

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 credible way that holds the audience's attention, including readers and in group and one-to-one situations.

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.

Teamwork

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. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

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 generates appropriate solutions.

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date