



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.

- Position:** Housekeeper
- Responsible to:** Supported Living & Community Services Manager
- Responsible for:** Domestic and housekeeping duties as required
- Purpose:** To provide high quality domestic and housekeeping services for our independent living accommodation and facilities.
- Key Qualifications and Experience:**
- A minimum of two years' experience in a similar role preferred
 - Physically fitness
 - Excellent communication skills.
 - Understanding of health and safety requirements in the workplace.
- Hours:** Minimum of eighteen (18) hours per fortnight

Key Tasks

1.0 All areas are kept to a high standard

Performance Expectations:

- (a) Ensuring all designated areas are cleaned to a high standard.
- (b) Areas cleaned as specified in Daily Task sheets.
- (c) 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.

2.0 Treat all Residents with dignity and respect

Performance Expectations:

- (a) Treat all Residents and their visitors with dignity and respect.

Successfully Demonstrated by:

- Contributing to a cheerful environment.
- 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.

3.0 Professional communication

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.
- 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.

4.0 Compliance with All Presbyterian Support Southland/Enliven policies

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.

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 Other duties

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