



## Position Description

<b>Position Title:</b>	Housekeeper
<b>Department:</b>	Surgical Ward
<b>Location:</b>	Kaweka Hospital
<b>Reporting To:</b>	Surgical Ward Team Leader

### The Kaweka Way – Making It Better

*The Kaweka Way* encompasses the foundational values that allow us to provide a world class facility and service to our patients, our local community and our teams.

#### **Kounga - Quality**

I will confidently ensure that all patients have a quality experience and the best possible health outcome.

#### **Ngākau tapatahi - Integrity**

I will create an environment of trust that will set the standard for others to aspire to.

#### **Mahi ngātahi - Teamwork**

I will remove barriers to create more efficient systems and processes and ensure that collaboration and inclusiveness are at the heart of everything I do.

#### **Atawhai - Kindness**

I will treat all of our patients and colleagues with compassion and genuine care so that they feel reassured and at ease.

#### **Pārekareka - Fun**

I will embrace Kaweka Hospital being an irresistible workplace which is happy and fulfilling for our team.

#### **Whakapai ake - Improvement**

I will continually improve my knowledge and skills to ensure that Kaweka Hospital is a leading surgical facility innovating healthcare in New Zealand.

### Purpose of the position

Housekeepers at Kaweka Hospital ensure we provide a clean and safe environment in which to deliver the best possible patient care. They are responsible for maintaining a superior presentation of patient rooms and the wider facility, maximising the patient experience and ensuring our wider staff can undertake their roles safely. They are pivotal to the success of patient outcomes.

### Position Responsibilities

- Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing.
- Clean internal windows and doors on a weekly basis.

- Ensure all rooms are maintained to a high standard of cleanliness in line with Infection, Prevention and Control guidelines, this includes taking down and replacing with clean shower and room curtains and sending them to be laundered in the correct manner.
- Protect equipment and make sure there are no inadequacies, damage or repairs that need to be actioned.
- Notify Ward Team Leader, Deputy Team Leader, or Facilities Manager with any damages, deficits and disturbances you find.
- Complete maintenance requests and repairs using the correct format in a timely manner.
- Deal with reasonable complaints/requests with professionalism and patience.
- Check stocking levels of all patient consumables / toiletries / tissues in patient rooms and replace when appropriate.
- Work closely with other departments to ensure all areas are keep clean and tidy and clutter free.
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices.
- Undertake adhoc tasks as directed by the Team Leader and Deputy Team Leader.
- Work closely with the Ward Team Leader and Deputy Team Leader to achieve high standards.
- Adhere to the Privacy Act 2020 and maintain patient and whānau privacy at all times.
- Work cohesively as part of a multidisciplinary team.

#### **Your Commitment to Diversity and Reducing Inequities**

- Supports a health workforce that reflects the Hawke's Bay community.
- Demonstrates knowledge and understanding of local tikanga and Māori culture and supports the use of Te Reo Māori.
- Is visible, welcoming and accessible to Māori, Pasifika patients and their whānau, and all other ethnicities without prejudice.
- Is committed to reducing inequities for Māori and Pasifika in accessing services.
- Is able to apply the Tiriti o Waitangi within the delivery of services on behalf of Kaweka Hospital.
- Actively engages in respectful relationships with all patients and their support networks to encourage participation in the delivery of care.
- Demonstrates the ability to engage with all patients and how they identify themselves.
- Provides an accessible service for the disabled community that recognises the individual needs of the patient.
- Promotes awareness of LGBTTQIA+ communities, the challenges they face and being an ally in the workplace.

#### **Your Commitment to Quality, Occupational Health, Safety, & Wellbeing, and Environment**

- You will be proactive in the use of appropriate mechanisms to identify all accidents, incidents, near misses, and nonconformances.
- You will participate in multi-disciplinary meetings and systems.
- You will not do anything that puts your own or others occupational health & safety, or wellbeing at risk.
- Follows all quality, occupational health, safety, & wellbeing, and environmental policies, procedures, and instructions.

- Understand your rights and responsibilities as a worker under the Health and Safety at Work Act 2015.

### **Kaweka Hospital Staff are People Who**

- Lead by example and are self-confident but humble.
- Operate with a defined vision and a bias for action.
- Are self-directed, rapid learners.
- Aren't content with the status quo and are able to break down barriers to move the organisation forward.
- Exhibit passion and excitement regarding their work.
- Are tenacious and willing to put in extra effort to achieve their, and Kaweka's goals.
- Are collaborative by choice and don't make decisions in isolation.
- Are passionate about improving the responsiveness and quality of the solutions delivered.
- Have effective written and face-to-face communication skills.
- Are problem solvers by nature.
- Have superior customer service mindsets.
- Are able to influence others, work in a team environment, and also able to work independently.
- Are able to handle multiple, and sometimes conflicting, priorities.

### **All Hands on Deck Approach**

At Kaweka Hospital we know the most successful teams are made up of people who are willing to "jump in and get the job done", even if it's a task not specifically stated in your position description. From time-to-time we may ask this of you, however, we will always ensure that your safety, and that of our patients, is paramount so you will never be asked to do anything outside what is reasonable for your role.

### **Education and Experience**

#### **Education**

NCEA level 2 or equivalent. Any tertiary education in a relevant field would be advantageous i.e. New Zealand Certificate in Cleaning or Health and Wellbeing Certificate.

#### **Experience**

Proficient – this position requires skill and experience in a variety of tasks. You should have proven experience of two or more years

#### **Complexity**

Practical – you will need to apply practical skills and your previous learnings to undertake well-defined activities, however you will be able to make decisions relevant to, and in order to fulfill your position.

#### **Scope**

Related – while you will not have direct supervision of others, this role will require you to work closely with other members of the team to achieve common objectives.

#### **Problem Solving**

Routine – you will have the ability to make some minor decisions in order to interpret rules, instructions and policies.

### Freedom to Act

Instructions – you will receive detailed instructions for tasks you undertake but you will have some freedom to determine workload.

### Interpersonal Skills

Interact / Serve – this position requires strong customer service skills including courtesy and good listening skills and the ability to interact with a wide range of people in order to understand and be able to explain.

### Authorities

No financial authority.

### People Management

No people management.

### Physical Status

- Physically demanding role, high stress environment.
- Exposure to blood, body fluids and tissue, communicable diseases, chemicals, radiation and repetitive motions.
- Full range of body motion including handling and lifting patients.
- Manual and finger dexterity.
- Hand and eye coordination.
- Sitting, standing and walking for extensive periods of time.
- Lifting and carrying items weighing up to 20kgs.
- Corrected vision and hearing to within normal range.
- Combination of computer/desk work and on the floor nursing.

### Vaccination Status

Recommend vaccinations and those deemed mandatory and as required by the Ministry of Health. This will be reviewed frequently by the Senior Leadership Team following any amendments to the requirements of the Ministry of Health.

<b>Employment Agreement:</b>	Individual Employment Agreement as agreed with the employee, commensurate with experience.
<b>Position Description Prepared Date:</b>	April 2023
<b>Employee Name:</b>	
<b>Signed by Employee:</b>	
<b>Date of Signature:</b>	

*Small changes to your position may occur however anything of an ongoing nature will be reviewed, agreed and entered in writing as a variation.*