



Job Title:	Housekeeper	
Reports to:	Support Services Coordinator	Service/Unit: Support Services

Main Purpose of the Position:

Responsible for performing assigned housekeeping duties in a manner that meets the high standards of cleaning and laundry set by Te Hopai.

Key Objectives:

Undertake cleaning and laundry activities across the site in line with cleaning and laundry schedules and based on health and safety and infection control principles. Behaviour and communication within and outside of the team reflects the behaviour expectations of Te Hopai and respects the privacy, dignity and individuality of residents.

Key Responsibilities and Result Areas:

Key Responsibilities	Key Result Areas
Cleaning Duties:	<ul style="list-style-type: none"> • Plan work to meet the needs of the residents, ensuring cleaning of each area is completed before moving on to the next. • Support an environment that maximises residents' safety and independence. • Maintain the privacy and dignity of residents during the performance of all duties. • Attend to 'sensitive' cleaning requirements with a sense of urgency and an understanding manner. • Safety is promoted by the use of cleaning warning signs. • Rubbish bins are emptied, and rubbish disposed of appropriately in the containers provided.
Laundry Duties:	<ul style="list-style-type: none"> • Oversee the removal and delivery of 'flat' laundry (e.g. sheets and towels) to/from the external contractor. • Wash, dry, and iron resident's personal clothing and distribute accurately - provide excellent level of service to residents. • Washing, drying, and of other fabric washing as required (e.g. clothing protectors). • Ensure that access to the laundry is restricted to authorised people maintaining a safe laundry environment, e.g. staff only access, removal of trip hazards. • Be able to determine the neatness, accuracy and thoroughness of the work assigned. • Follow manufactures guidance in the use and maintenance of equipment and the washing/cleaning of clothing. • Report any damaged laundry, lost property or un-named clothing to the Support Services Coordinator.

Key Responsibilities	Key Result Areas
Other housekeeping duties:	<ul style="list-style-type: none"> • Infection control principles and standards are maintained in line with standard operating procedures - ensure personal protective equipment (PPE) is worn when required. • Hazards related to cleaning and laundry products and practices are minimized. • All equipment is to be kept in good order and regularly cleaned and maintained. • All requirements for servicing or repairs are reported to the Support Services coordinator immediately. • Replenish all cleaning and laundry products (e.g. hand soap, hand towels) as required and ensure these are stored safely and securely. Ensure there are sufficient cleaning and laundry consumables on hand and that stock is managed. • Cleaning products are clearly labelled and refilled as required. • Waste is minimized wherever possible.
Physical fitness for role:	<p>While performing the duties of this position the employees will be required regularly to:</p> <ul style="list-style-type: none"> • Walk and stand. • Safely climb. • Bend forward. • Kneel down. • Crawl. • Reach and grasp. • Push and pull objects. • Lift or move up to 15kg, sometimes over the shoulder. • Repetitive bending and lifting of items. • Repetitive arm movements.

Key Skills and Expected Results:

Key Skills	Expected Results
Customer Focus; always focusing on our individual resident's needs.	<ul style="list-style-type: none"> • Make residents feel important and is polite and friendly. • Respect the privacy of residents, treat residents with respect and make sure that resident's rights are upheld at all times. • Respond to residents' requests, helps solve residents' problems, and handle issues related to residents (and their families/whānau) appropriately and seek assistance, if required.

Key Skills	Expected Results
Teamwork and Communication; working together to build strong teams and good work relationships.	<ul style="list-style-type: none"> • Communication is professional and polite. • Actively participates as a team member and participate willingly in staff meetings and on committees, as required. • Provides service in a manner which residents, their families/whānau, and staff determine as being culturally safe. • Encourages and supports co-workers - goes the extra mile to help out in times of need. • Respects and values others and their opinions and tasks, expresses disagreement with others tactfully and politely. • Assists in orientating new staff. • Communicates well with other services and units. • Reports any concerns to the Support Services Coordinator.
Interpersonal Savvy; relates well to all kinds of people.	<ul style="list-style-type: none"> • Relates in a pleasant friendly manner and communicates effectively to support residents, their families/whānau, visitors and staff; spends the extra effort to put others at ease. • Can build rapport with all kinds of people. • Builds constructive and effective relationships, uses diplomacy and tact in performance of the role.
Process Management; is good at figuring out the processes necessary to get things done.	<ul style="list-style-type: none"> • Has a commitment to excellence and continuous improvement in all work areas; participates in quality improvement activities as required. • Knows how to organise service activities. • Understands how to separate and combine tasks into an efficient workflow.
Health and Safety; everyone having a personal commitment to ensuring a safe and healthy workplace.	<ul style="list-style-type: none"> • Abides by Health and Safety and Infection Control Policies and Procedures at all times. • Reports incidents, accidents, hazards, and near misses promptly; uses required equipment safely and reports faults. • Takes responsibility for attending both compulsory and optional in-service education sessions; attends emergency management education sessions annually.

Key Relationships:

Internal	Committees/Groups
Support Services Coordinator Support Services Team Management and Clinical Staff Te Hopai Trust residents and their families/whānau.	Health and Safety Committee Support Services Committee

Qualifications, Experience, Skills and Attributes:

- Health Sector Knowledge preferably in the Aged Care sector
- Background in Health and Safety
- Skills and experience in cleaning and laundry activities
- Ability to work unsupervised