



Position Description

Position title:	Housekeeping Team Leader	Date:	June 2026
Reports to:	Support Services Manager	Department:	Housekeeping
Number of reports:	Direct:11 Total (include indirect):0	Location:	New Plymouth
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading others		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision

Our vision is for what we aspire.

To help people live their best lives by reimagining healthcare.

Purpose

Our purpose is why we exist.

To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

The Housekeeping Team Leader supports the Support Services Manager by coordinating day-to-day housekeeping services and is responsible for supporting the team to deliver safe, high-quality care in our clinical and non-clinical environments across the hospital.

This role works under the direction of Support Services, Ward and Theatre Managers, and the Hospital Manager.

Key Relationships

Internal

- Support Services Manager
- Senior leadership team
- Housekeeping team
- Hospital staff

External

- Patients and their whānau
- Visiting Practitioners
- Laundry supplier
- Commercial suppliers.

Key Accountabilities

Leadership & Management

- Leads by example and supports the team by stepping in where needed, including providing cover during periods of leave or absence.
- Supports team performance by coaching and developing others, encouraging inclusive collaboration, addressing concerns early, and delegating responsibilities appropriately.
- Supports performance conversations, reviews, and development planning with team members in line with SCHL policies and procedures.

Planning

- Plans activities to meet operational needs and make effective use of available resources.
- Understands and follows the legal and compliance requirements relevant to the role.
- Contributes to planning and implementation of new systems and processes.

Performance

- Assists in optimising the efficiency and economy of the hospital.
- Is aware of and assists in the management of cost drivers.
- Enhances relationships with internal and external providers.
- Works with the team in the implementation of new systems and processes
- Maintains and ensures timely communication with Support Services Manager as appropriate.
- Ensures housekeeping functions are carried out in line with hospital procedures and quality standards.
- Actively supports a seamless service experience for patients, whānau, staff, visiting practitioners, and visitors.

Corporate

- Supports a strong and positive image of the Hospital within the local community and with key internal and external stakeholders.
- Maintains a professional appearance and image.

Attention to Detail

- Follows hospital policies and procedures to ensure clinical and non-clinical areas are cleaned to a high standard.
- Provides a reliable, quality laundry service that supports hospital operations.

Business Management

- Contributes to the efficient and effective use of hospital resources, supports responsible management of expenditure, and helps protect assets to support the long-term sustainability of healthcare services.
- Costs and expenditure are constrained within budget and allocated resources.
- Stock and supplies are efficiently managed. Regular stocktake undertaken to meet hospital requirements
- Inventory is maintained in line with hospital asset management policies.

Staff Relationships

- Supports a positive, inclusive team environment where people feel valued, are encouraged to contribute, and are supported to develop the skills needed to meet operational requirements.
- Builds positive working relationships across the team, supports early and constructive resolution of concerns, and treats everyone with respect and courtesy.
- Attendance at training and development sessions is required
- Attendance at Support Staff team meetings is required
- Supports effective rostering that considers individual preferences where possible while meeting operational needs.
- Maintains positive working relationships with colleagues across Support Services, Hotel Services, Ward, Theatre, and hospital leadership teams.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.

- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others’ spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Strong interpersonal skills
- Experience working in front line customer service and communication.

Experience and skills desirable:

- Experience in a similar role

Education and qualifications required:

- None specified

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution