Cleaner

Enliven

Presbyterian Support Central

Role specification

 Role Title

 Cleaner

 Business Unit

 Enliven Residential

 **Location**

 Enliven Home

 **Reports to**

 Home Manager / Service Team Leader

 **Direct Reports**

Nil

Purpose of the role

As a member of the cleaning team, you will assist in maintaining a clean, warm, caring, safe and secure environment for our resident in line with our mission statement. The cleaner provides a standard of cleanliness that meets requirements in the areas designated in the work schedule.

Organisational overview

At Enliven, we value age. We create age-friendly communities where people can be happy and thrive, regardless of their age or ability. As well as providing practical day-to-day support and quality clinical care, we take into account the physical, social, emotional and cultural needs of each person we support. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.

Enliven offers a range of positive ageing services and a full continuum of care for older people including independent retirement living, vibrant and welcoming rest homes, specialist hospital and dementia care, engaging day programmes, short-term respite and health recovery care. Enliven homes and villages can be found in Taranaki, Whanganui, Manawatu, Horowhenua, Wairarapa and throughout the greater Wellington region.

Enliven along with Family Works, our social services for tamariki and whanau, are part of the not-for-profit organisation Presbyterian Support Central (PSC). PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Key Accountabilities

**Supporting Residents independence**

* Is familiar with Eden philosophy
* Helps residents maintain their individuality by allowing and helping them to do safe cleaning practices if they wish to.

**Cleaning/Quality**

* Follows Enliven policies and procedures.
* Provide quality cleaning and hygiene services for residents and staff that is maintained to a consistent standard.
* Responds to residents or managers requests for additional cleaning assistance. Is respectful of Enliven property
* Understand and carry out cleaning services programme as written in the work schedule.
* Understand and follows infection control procedures in the cleaners manual

**Professional Development**

* Completes the National Certificate in Cleaning level 2
* Participates in mandatory training

**Health, safety and wellbeing**

* Support organisational health, safety and wellbeing initiatives
* Supports a culture of wellbeing at PSC
* Role model good health and safety practice and behaviours
* Report all hazards, incidents, accidents and near misses
* Supports managers and the organisation in remaining compliant to health and safety legislation

Core Competencies

**Co-operation and Teamwork**

* Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
* Is constructive in their criticism of team members; encourages others to do the same.
* Supports and helps other team members perform their tasks.
* Suggests ways to improve the way the team operates/works together.
* Works with other team members in a constructive and positive way.
* Develops constructive working relationships with other team members
* Shows an understanding of how one’s own role directly or indirectly supports the work of the wider team

**Commitment to Eden Philosophy**

* Eden Principles and Domains of Wellbeing are included each year in the mandatory training cycle for all staff.
* Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
* Support residents to maintain loving companionship
* Support residents to give as well as receive care
* Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake

**Communication**

* Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging.
* Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
* Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
* Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
* Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
* Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
* Adapts their approach to fit the situation they are in or the person they are with.
* Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.

**Taking Responsibility**

* Is reliable - does what one says one will.
* Consistently performs tasks correctly - following set procedures and protocols.
* Perseveres with tasks and achieves objectives despite obstacles.
* Adjusts work style and approach to fit in with requirements.
* Is results focused and committed to making a difference.
* Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected

**Quality and Innovation**

* Sets high standards for self
* Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth.
* Provides quality service to those who rely on one's work.
* Looks for ways to improve work processes - suggests new ideas and approaches.
* Explores and trials ideas and suggestions for improvement made by others.
* Shows commitment to continuous learning and performance development.

Person Specification

**Qualifications**

* National certificate in cleaning and care taking level 2 – 3 (or working towards)

**Experience**

* Demonstrate a high standard of personal hygiene and appearance
* Experience working with the elderly is preferred
* Effective communication skills
* Cleaning experience and knowledge of correct use of products and equipment preferred

Treaty of Waitangi

Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Māori as Tangata Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Treaty of Waitangi.

*The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.*

**I have read this job description and accept it.**

Signed: ………………………………………………………………………..… Date: ……..………………..

Employee’s Name: ………………………………………………………… Date: ……..………………..

*Office use only*

Prepared by: (Name and Position) ……………………………………………………………….…. Date: ……..……………….

Approved by: (Name and Position) …………………………………………………………………. Date: ……..……………….