



Position Description

Position title:	Housekeeper	Date:	September 2023
Reports to:	Ward Services Manager	Department:	Ward
Number of reports:	Direct: N/A Total (include indirect): N/A	Location:	Southern Cross North Harbour Hospital
Delegated financial authority:	N/A	Budget ownership:	No
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

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	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

- To provide a housekeeping service for all Wards under the guidance of Ward Manager and/or Clinical Nurse Lead (CNL).
- Maintenance and upkeep of the patient rooms conducive to outstanding appearance and quality patient care.
- Support a safe clinical environment with sound IPC practices
- Provide a personalized and safe meal service to the patient

Key Relationships

Internal

- Management Team
- All Hospital Staff

External

- Allied Health Care Providers

Key Accountabilities

Food Services

- Following consultation with the CNL, the patients nurse and the kitchen whiteboard (available through CWS), assist patients to order food ensuring their dietary needs and preferences are addressed.
- Ensure dietary supplements in ward kitchen is plentiful, in date and stock is rotated.
- Participate in the preparation of the patients and their bed space for meal service including the active promotion of hand hygiene
- Awareness of dietary requirements for patients with complex dietary needs i.e. Bowel patient, surgeon preferences and allergens
- In collaboration with the other ward staff serve patient meals in a timely manner
- Take responsibility for the ward kitchenettes, ensuring that they are clean at all times e.g. discard out of date food, stock rotation.
- Monitors ward kitchen fridge temperature on as per hospital policy.
- Ensure patients have water available at their bedside.
- Pantry stock reviewed, daily order and stock turn over
- Manage 'held' meals via OSH standards and liaise with nursing team for meal delivery

Cleaning Services

- Ensure patient and service areas are kept tidy.
- Keep pantry and kitchen area tidy, clean and free from clutter
- Carry out other duties as reasonably required by the CNL and/or Ward manager

- Cleaning schedule – monitor, complete and delegate task as necessary
- Maintain and manage ward dishes with use of dishwasher i.e., grey trays and post-op meal trays

Equipment Management

- Actively participate in the maintenance of a safe working environment.
- Ensure maintenance/repairs to equipment are reported in a timely manner and where necessary documented in the maintenance folder
- Check and record that equipment and facilities are functional on all wards at agreed frequencies
- Check the stock of linen on a daily basis and order to meet ward requirements.
- Maintain a robust system for linen stock rotation
- Ward kitchen fridges and microwaves are cleaned as required.
- Ward kitchen fridge temperatures are monitored daily

Professionalism/Customer Service

- Support the Southern Cross values in work role and communication.
- Participate in your annual appraisal and work to achieve agreed set objectives
- Participate in team, professional and personal development activities and promote commitment to continuous development and improvement
- Maintain a high standard of personal presentation.
- Patient confidentiality is maintained and always respected
- Ensure patients' rights are always maintained
- Actively participate as a member of the Ward team.
- Respond to patients concerns through communication with the Ward Manager and/or Clinical Nurse Leader
- Promote effective communication with patients, colleagues, other health care staff and visitors to the hospital.
- Staff and visitors are treated respectfully and graciously assisted when required

Other Responsibilities

- Receive and welcome visitors
- Respond to telephone calls in a courteous manner
- Receive and pass on information appropriately maintaining confidentiality
- Assist with escorting and orientating patients to their rooms on admission
- Ensure the cost-effective use of resources
- Respond to emergencies as per hospital process
- Assist with bed making
- Assist with patient transfers to Theatre during busy times when orderly and HCA are occupied

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:

- Ability to communicate effectively with member of the team, as well as with patients and whanau
- Ability to use a computer, keyboard skills
- Ability to collaborate with ward members efficiently
- Excellent time management and organisational skills
- Sound reading and writing skills

Experience and skills desirable:

- Previous experience within a healthcare environment preferable

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution