



HERITAGE LIFECARE

Position Description

Domestic Services Supervisor

Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

Our pursuit of excellence comes from the things we value the most:

- **People First** – enhance the health, safety & wellbeing of our people.
- **Nurture Success** – seize opportunities everyday, and in every moment.
- **Better Together** – work together in respect and harmony to empower everyone.

Position Overview:

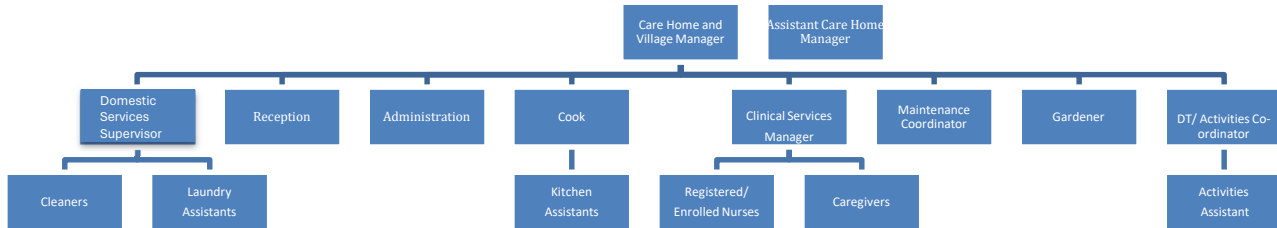
To oversee and provide efficient and effective domestic services.

Reports to: Care Home Manager

Functional Relationships:

- Facility Manager/Clinical Services Manager
- All facility staff
- Residents/Relatives/Whānau
- Visitors
- Supplier Representatives
- Operations Manager
- Quality Team

Generic Team Structure:



Key Accountabilities:

| Key Tasks: | Performance Standards: |
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| 1. To follow policies and procedures of the Facility in all matters | Is familiar with appropriate policies and procedures and where to find them Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct & Heritage Way |
| 2. To perform the duties as set in the duty description and according to standard policies and procedures for the facility | Ensures daily cleaning schedule is completed Checks supplies daily Uses correct disposal methods for rubbish Performs extra necessary cleaning duties as directed by management |
| 3. To maintain the highest standards possible in cleanliness, hygiene and tidiness | The facility is always clean and vermin free Odours are minimised Hygiene standards are maintained Waste/rubbish is cleared according to correct procedures Spills on the carpet cleaned according to procedures Communicates with other team members to ensure the service operates smoothly |
| 4. To report appropriately to the Care home Manager | Meets with the Care Home Manager regularly and communicates any matters regarding the domestic service of the facility |
| 5. To practice care and economy in the use of supplies, equipment and time | Care is taken to manage supplies economically Equipment is cared for to avoid unnecessary damage Work time is managed efficiently and effectively |
| 6. To operate all equipment to manufacturers / suppliers' instructions and report any malfunctions immediately | Follows instructions regarding any equipment or machinery Maintains equipment in a clean, safe and working condition Reports maintenance required on any equipment Liaises with maintenance team when required |

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| <p>7. To provide a safe and caring environment for the residents and their families</p> | <p>Takes all precautions to ensure the safety of the residents Speaks in a caring manner to the residents Courteous and helpful to residents/relatives and visitors Contributes to a homelike environment</p> |
| <p>8. To respect resident rights</p> | <p>Knocks on residents' door before entering Respects residents' privacy Treats residents with respect Shows respect for residents' belongings Respects confidentiality of residents Respects individual cultural and spiritual needs and values Have an understanding of the HDC Code of Rights</p> |
| <p>9. To report immediately any resident issues to management</p> | <p>Resident concerns are reported to management</p> |
| <p>10. To work effectively in a team environment</p> | <p>Understands own role & responsibilities within the team and those of other team members Offers assistance to other team members in a helpful manner Adapts routines to fit in with other members of the team Uses appropriate channels of communication Maintains a positive attitude</p> |
| <p>11. To be familiar with emergency procedures</p> | <p>Attends compulsory fire and emergency training sessions Fire procedures are known Civil defence procedures are known</p> |
| <p>12. To contribute to a healthy and safe working environment</p> | <p>Works in a safe manner Understands Hazard Register for the domestic area Manages equipment in a safe manner eg cords tidied to the side, locked chemical cupboards etc Ensures equipment is in safe working order & faulty equipment is reported Uses all chemicals safely Reports any hazards and works towards eliminating, isolating or minimising them Work areas are kept clean, safe and tidy Reports any work accidents / incidents (including unsafe practice) and completes the required documentation</p> |

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| <p>13. To be knowledgeable on Infection Control matters pertaining to your position</p> | <p>Hand washing procedures are known and practised Standard precautions are known and practised Spills are cleaned according to procedure Protective clothing is worn as appropriate</p> |
| <p>14. To take responsibility for your own education requirements</p> | <p>Seeks to update knowledge & skills by attending in-service sessions relating to job Attends compulsory education sessions Signs the attendance record Maintains an up to date personal in-service record Participates in external study programmes as directed Seeks guidance from senior staff when appropriate Participates in annual job interview/appraisal</p> |
| <p>15. To contribute to the Quality Improvement Programme of the facility</p> | <p>Understands the quality system of the facility Shows a commitment to improving the quality of the service Informs the Household Manager regarding any change in procedure required and/or development of new procedure Contributes to audit & monitoring of services Keeps up to date with current communications Contributes to the Continuous Quality Programme as required</p> |
| <p>16. To maintain a professional appearance and attitude of responsibility, loyalty and discretion</p> | <p>Uniform is clean and tidy Appearance is professional according to Uniform Policy Ensures that the facilities property is treated with care and used only for the purpose intended Demonstrates punctuality and reliability at all times Demonstrates a positive work ethic Demonstrates a positive attitude towards guidance and correction Works well without supervision Performs tasks thoroughly to an appropriate standard and skill level Respects and adheres to the confidential policy of Heritage Lifecare</p> |
| <p>17. To attend meetings when appropriate</p> | <p>Attends appropriate meetings or keeps up to date with minutes etc Actively participates in meetings</p> |

Core Competencies

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| Customer Service | Core Competencies | Solution focused | Seeks to understand the challenge in order to provide or create a workable solution for all parties. Lives in the moment and aims to provide an immediate solution. Ensures the underlying problem is highlighted with the appropriate person in order for the challenge to be managed therefore resolved in the future. |
| | | Resilience | Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor |
| | | Builds rapport quickly | Builds a mutually trusting and understanding to ensure all parties involved have the other's best interests in mind. Identifies key stakeholders and seeks to build rapport effectively and efficiently to enable continued care and support is provided and business outcomes are met. |
| | Differentiating Competencies | Adaptability | Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives. |
| | | Authentic | Undertakes work and develops relationships with a competent, credible and reliable approach. Will raise any concerns had in a professional manner and acts in alignment of promises and commitments. Undertakes courageous conversations at the appropriate time and in a professional manner to ensure authenticity is maintained. |
| | | Holistic view | Undertakes all aspects of work by considering the components of not only the actions or process being undertaken there and then but understands and considers all areas to ensure a full view of the workplace / process / situation is considered and understood. |
| Site Services | Core Competencies | Sound decision making | Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others. |
| | | High work standards | Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed. |
| | | Customer focus | Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers. |
| | Differentiating Competencies | Continuous improvement | Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering. |
| | | Business development mind-set | Identifies opportunities to expand and develop the business offering by having an understanding of the process of the business, the direction it is heading and the needs of the customer. |

The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.