



POSITION DESCRIPTION

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

- Position:** Domestic Worker – Team Member (Band 2)
- Responsible to:** Manager of the Home
- Responsible for:** Domestic and housekeeping duties as required
- Purpose:** To provide quality domestic and housekeeping services in the facility, performing duties in a manner that reflects and respects the 'home' environment of the Residents. Also responsible for assisting with training of new team members as required.
- Key Qualifications and Experience:**
- Previous experience and training in cleaning and housekeeping work.
- Hours:** Rostered Duties

Key Tasks

1.0 *Ensure all areas are kept to the required standard*

Performance Expectations:

- (a) Contribute to a clean, safe, homely environment for Residents to live in and for staff to work in.
- (b) Areas cleaned as specified in Daily Task sheets.
- (c) Work as an effective part of the team.
- (d) Demonstrate safe and competent performance at all times.

Successfully Demonstrated by:

- Ensures Daily Task Sheets are reviewed, and that all duties are completed in accordance with policy standards.
- Performs duties in structured and methodical way ensuring all daily goals are met.
- Understands duties lists and plans daily workload.
- Maintains a good understanding of the key policies:
 - Universal Precautions
 - Waste Management
 - Privacy and Dignity
 - Informed Choice
 - Hazard Register
 - Incident Accident reporting
- All areas comply with the above appropriate policy standards.
- Undertakes chemical compulsory training.
- Participates in audits of the area and works on quality improvement initiatives for the area.
- Keeps all work areas, including the cleaners' cupboard, clean and tidy and ready for the next person to use.
- Ensures has understanding of how to use emergency procedures if finds a Resident in difficulty.
- Appropriate use of all equipment and chemicals required:
 - Uses correct equipment for the task.
 - Reads Material Safety and Data Sheets.
 - Reports any problems with chemicals or equipment, utilises incident recording system as appropriate.
 - Ensures all chemical bottles are labelled and filled with product ready for use.
 - Uses the Call bell system.

2.0 *Treat all Residents with dignity and respect, and ensure a 'home' environment is maintained*

Performance Expectations:

- (a) Treat all Residents and their visitors with dignity and respect and ensure Residents feel that they are living in their own home.
- (b) Encourage and ensure social interaction with Residents while mindful of the duties that you are required to undertake and complete.

Successfully Demonstrated by:

- Contributes to a cheerful homelike environment.

- Understands and demonstrates that the Residents are the home owners.
- Helps and supports residents through providing them with service that meets or exceeds their expectations.
- Interacts with residents and visitors in a manner that is respectful, patient, tolerant and understanding.
- Treats residents with dignity and respect, including knowing residents by their preferred name and using it.

3.0 Establishes effective relationships within the team

Performance Expectations:

- (a) Establish relationships with members of the team to assist in identifying areas for personal/professional development.
- (b) Utilises opportunities for personal/professional development.

Successfully Demonstrated by:

- Shares and supports others in attainment of team goals.
- Able to establish and maintain relationships with people at all levels, puts others at ease.
- Identify limitations in your performance and work with colleagues and senior staff to minimise these.
- Identifies areas of learning and demonstrates willingness to further opportunities for education and development.
- Ensures continuing development in this role by undertaking education and actively being an invaluable member of the team.
 - Encourages team work at all times.
 - Participates in team meetings.
 - Takes opportunities to work in other areas apart from the regular area you are in.
- Ensure you have adequate knowledge of other work areas.
- Identify further development interests for self and team.

4.0 Professional communication

Performance Expectations:

- (a) Ensure that all communication both verbal and written is professional, open and honest.

Successfully Demonstrated by:

- Promote open communication amongst all staff and Residents at all times.
- Able to express and present information clearly both in writing and orally.
- All conversations with Residents and their family/whānau are to be in a polite, friendly manner.
- Maintains confidentiality and abides by requirements of the Privacy Act – does not discuss matters relating to staff, Presbyterian Support Southland Enliven, or Residents in any public place.
- Answers phone in warm and friendly way, with the facility name and your name.
- Polite and professional manner when speaking with all colleagues, Residents, family/whānau, and other visitors.
- Ensures all concerns and problems are discussed with senior staff/team leader so they can be resolved.

5.0 Health and safety

Performance Expectations:

(a) Perform in accordance with the Health and Safety at Work Act 2015.

Successfully Demonstrated by:

- To understand and meet your personal obligations under the Health and Safety at Work Act 2015.
- To understand importance of and be able to complete incident reports.
- To be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out.
- Demonstrate an adequate knowledge of Health and Safety requirements as a team member.
- Ensure all new hazards are identified and reported and ensure all hazard controls are maintained and adhered to.
- Adhere to all Health and Safety policies and procedures implemented by the Company

6.0 Other duties

Performance Expectations:

(a) Perform other such duties as may be reasonably required by the Manager.

Successfully Demonstrated by:

- Represent Presbyterian Support Southland/Enliven in polite and professional manner at all times.
- Complete any other tasks, or responsibilities reasonably delegated or assigned by the Manager.

I have read and understood this position description.

_____ (Position Holder)

_____ (Date)

_____ (Manager)

_____ (Date)

Skills and Behaviours

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

RESPECT MANAAKI

Respect for our heritage

COMPASSION AROHA

Compassion with empathy

FAMILY WHĀNAU WHĀNUI

Celebration of family

COMMUNITY IWI WHĀNUI/HĀPORI

Communities that make a difference

ACCOUNTABILITY WHAKATAU TIKA

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

Communication

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a professional manner which is concise and non judgemental.

Client Focus

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients and wider community.

Self Determination

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

Team Work

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

Accountability

Takes personal responsibility and accountability for own work and performance. Makes timely decisions and commits to clear courses of action. Able to accept critical direction in a positive manner.

Self Improvement

Takes responsibility for own development and actively pursues learning and development opportunities.

Planning and Organising

Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes.

Problem Solving and Decision Making

Analyses problems, breaks into core parts, investigates, evaluates and finds appropriate solutions to relevant problems.

Agreed by:

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date