

POSITION DESCRIPTION

Title:	Domestic Worker
Division/Department:	Enliven
Company:	Presbyterian Support Southland
Reports to:	Care Home Manager
Direct Reports:	N/A
Significant Working Relationships:	<ul style="list-style-type: none"> • Clinical Managers • Clinical Coordinator • Registered Nurses • Enrolled Nurses • Health Care Assistants • Other site staff (kaimahi) • Kaumātua (Residents) and their whānau (family)

CHARTER

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.

Our Values:

- **Respect** – Manaaki: Respect for our heritage.
- **Compassion** – Aroha: Compassion with empathy.
- **Family** – Whānau Whānui: Celebration of family.
- **Community** - Iwi whānau/Hāpori: Communities that make a difference.
- **Accountability** – Whakatau tika: Holding ourselves accountable.

Te Tiriti o Waitangi

Enliven Presbyterian Support Southland is committed to working in a multi-cultural way and affirms the place of Māori as Tanga Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Te Tiriti o Waitangi

Mo te tunga - about the role: To provide holistic support in the lives and wellbeing of our Kaumātua who choose to live in our Care Homes.

Position Purpose and Primary Objectives

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 Kaumātua. Also responsible for assisting with the training of new team members as required.

Hours

Rostered Duties

Person Specification

Experience, Knowledge, and Skills

- Previous experience and training in cleaning and housekeeping work

Personal Qualities

Essential:

- Self-motivated, strong work-ethic and uses their initiative.
- Service focused.
- Ability to contribute positively to a team.
- Willing to learn.
- Professional, responsible, trustworthy and able to maintain confidentiality and privacy

Desirable:

- Sound judgement
- Empathetic
- Adaptable and flexible

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

Nga Kawenga: Responsibilities, Key Tasks and Performance Measures:

1. 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. Treat all Kaumātua (Residents) with dignity and respect, and ensure a 'home' environment is maintained

Performance Expectations:

- (a) Treat all Kaumātua and their visitors with dignity and respect and ensure Kaumātua feel that they are living in their own home.
- (b) Encourage and ensure social interaction with Kaumātua 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 Kaumātua are the home owners.
- Helps and supports kaumātua through providing them with service that meets or exceeds their expectations.
- Interacts with kaumātua and visitors in a manner that is respectful, patient, tolerant and understanding.
- Treats kaumātua with dignity and respect, including knowing residents by their preferred name and using it.

3. 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. 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 Kaumātua at all times.
- Able to express and present information clearly both in writing and orally.
- All conversations with Kaumātua 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 Kaumātua 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, Kaumātua, family/whānau, and other visitors.
- Ensures all concerns and problems are discussed with senior staff/team leader so they can be resolved.

5. 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
- Contributing to providing a safe and orderly environment for Kaumātua that meets Presbyterian Support Southland/Enliven contract obligations with the Ministry of Health.
- Taking responsibility for personal health and safety.
- Maintaining a high standard of personal hygiene, for example:
 - Careful and diligent hand-washing techniques used at all times.
 - Fingernails clean and free from nail varnish.
 - Jewellery removed.
 - Work garments are fresh and clean at all times

6. Other duties

Performance Expectations:

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

Successfully Demonstrated by:

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

Expectations of all PSS employees

Communications / Interpersonal relationships	<ul style="list-style-type: none">• Positive and collegial relationships are developed and maintained.• Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none">• Active engagement with personal development review process.• Personal and professional development goals and objectives are established.• Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none">• Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSS is committed to achieving the highest level of health and safety for its kaimahi and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none">• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.• You are expected to work safely and to actively participate in health and safety programmes in your work area.• All accidents or potential hazards must be reported to your direct line manager
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSS is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none">• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

The role description will be reviewed regularly 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, understood, and accept 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

WHĀNAU WHĀNAU WHĀNUI

Celebration of whānau

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 credible way that holds the audience's attention, including readers and in group and one-to-one situations.

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.

Teamwork

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. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

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 generates appropriate solutions.

Agreed by:

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date