

**Position Description**

**Housekeeper**

**Mission**

Motivated by our Christian heritage, and in partnership with others,

we work across the generations for positive change, strong families and healthy communities.

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| **POSITION PURPOSE AND PRIMARY OBJECTIVES** |
| **Purpose**To provide an efficient and effective housekeeping service, presenting the facility in a clean, tidy and inviting manner, in accordance with the Enliven Philosophy.**Primary Objectives*** Provide an efficient and effective housekeeping service.
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| **Accountability** | **Expected Outcomes / Key Performance Indicators** |
| **Provide an efficient and effective housekeeping service** | * All duties and tasks performed satisfactorily within the allocated time frames.
* Ensuring you follow relevant policies, procedures and guidelines at all times.
* Organising your work so that it does not interfere with resident daily activities.
* Maintaining a high level of personal hygiene and presenting a neat appearance at all times.
* Carrying out and completing all tasks on the daily work schedules.
* Complete of all tasks in a thorough manner.
* Assisting with emptying resident rooms when they leave.
* Undertaking other appropriate duties as directed by the Housekeeping Supervisor or Manager, and as training, expertise and confidence allow.
* Use supplies in an appropriate and economic manner.
* Direct and delegate to other staff on duty, as appropriate and within their skill, training and competence.
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| **Expectations of all PSO Employees** |
| **Communications / Interpersonal relationships** | * Positive and collegial relationships are developed and maintained.
* Verbal and written communication is at a high standard, relevant and appropriate to the audience.
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| **Performance development and learning** | * 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.
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| **Continuous improvement** | * Make recommendations for improvement to services, work practices and / or workflow.
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| **Health and Safety** *PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.*  | * 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.
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| **Te Tiriti O Waitangi / The Treaty of Waitangi** *PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.*  | * 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.
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| **Relationships** |
| **Reports to:**Manager/Supervising Housekeeper | **Direct Reports:** Nil |
| **Internal Relationships:**Residents and their family/whanau, friendsOther Presbyterian Support Otago staff | **External Relationships:**Other site staffSuppliersMembers of the public |
| **Person Specifications** |
| **Qualifications/Skills*** Holding or working towards a nationally recognized Certificate in Cleaning level 3

**Experience/ Knowledge*** Having experience and knowledge of housekeeping, preferably in a commercial environment.

**Personal Qualities*** Being committed to PSO’s vision and values, the Enliven Philosophy and to the total wellbeing of the people in our care.
* Treating everyone with respect and dignity.
* Developing and maintaining good relationships with people.
* Communicating effectively with everyone.
* Being innovative and responsive to individual needs.
* Respecting the confidentiality of personal information at all times, both inside and outside the workplace.
* Demonstrating good time management skills and being able to prioritise effectively.
* Demonstrating initiative and getting on with whatever needs to be done.
* Working within professional boundaries at all times.
* Working cooperatively within a team and also being able to work independently.
* Has attention to detail.
* Technologically literate and capable.
* Being able to work under pressure and manage the physical demands of the position.

**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. |

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| **Working Together** |
| **Our Work*** **We are person centred in our organisation.**
* **We strive always to do better, to work hard and to the best of our ability.**
* **Each person knows they make a difference and they feel valued because of this.**
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| **Our Organisation*** **We are committed to delivering on the organisation direction and values.**
* **We are responsible and accountable for our actions and behaviours.**
* **We are committed to positive, proactive leadership.**
* **Each person is empowered to succeed, with the orientation and on-going support needed.**
* **Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.**
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| **Our Team*** **We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.**
* **We hold each other accountable by giving and receiving constructive feedback.**
* **Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.**
* **We affirm each person as a valued member of the team by giving each other positive reinforcement.**
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| **Values** |
| **In fulfilling our Mission, we will endeavour to act with Faith, Compassion, Respect, Integrity, Courage, and Independence.** |

