

**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.

|  |  |
| --- | --- |
| **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. | |
| **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. |
| **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. |
| **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. |
| **Continuous improvement** | * Make recommendations for improvement to services, work practices and / or workflow. |
| **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. |
| **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. |
| **Relationships** | |
| **Reports to:**  Manager/Supervising Housekeeper | **Direct Reports:**  Nil |
| **Internal Relationships:**  Residents and their family/whanau, friends  Other Presbyterian Support Otago staff | **External Relationships:**  Other site staff  Suppliers  Members 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. | |

|  |
| --- |
| **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.** |
| **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.** |
| **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.** |

|  |
| --- |
| **Values** |
| **In fulfilling our Mission, we will endeavour to act with Faith, Compassion, Respect, Integrity, Courage, and Independence.** |

