

CLEANING SERVICES: CASUAL CLEANING OPERATOR

1. PURPOSE OF POSITION

To provide and perform cleaning duties at Te Whatu Ora – Taranaki as per agreed schedule of duties, reporting to the Cleaning Services Supervisor.

2. ORGANISATIONAL VALUES

At Te Whatu Ora - Taranaki our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora – Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Cleaning Services Supervisor
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
Public	Cleaning Services Staff Patient Support Services Manager Clinical Nurse Managers All Hospital Clinical Staff Hospital Managers Te Pa Harakeke – Maori Health

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p>1. Cleaning Duties</p> <p>Effectively contribute to the optimal cleaning of the hospital in accordance with policies and procedures.</p>	<ul style="list-style-type: none"> • Ensure all designated areas are cleaned to the required standard identified in the cleaning schedule. • Liaison with other hospital staff in their respective areas • All work is completed safely and effectively in a timely manner. • Requests for special cleaning duties are completed by the appropriately trained cleaning operators. • All relevant documentation is completed and accurate. • All work practices abide by the acceptable standards of Health, Safety and Quality recognised within the organisation. • All patients, whanau, visitors and staff are treated in a respectful, culturally acceptable, courteous manner.
<p>2. Customer Service</p> <p>Ensure that an acceptable level of customer service is always maintained.</p>	<ul style="list-style-type: none"> • Maintain positive and friendly interactions with all patients, whanau, visitors and staff. • Confidentiality and privacy to be always observed. • Maintain cultural awareness and sensitivity when dealing with people from other cultures.
<p>3. Environment and Facilities.</p> <p>Assist with the control and prevention of infection through acceptable cleaning processes to all internal hospital areas and departments.</p>	<ul style="list-style-type: none"> • Maintain agreed cleaning standards. • Ensure all appropriate PPE is worn to comply with Health and Safety, Infection Control and Prevention standards. • Report all identified hazards and incidents.
<p>4. Teamwork</p> <p>Working together to achieve and maintain a premium cleaning service to the hospital</p>	<ul style="list-style-type: none"> • Maintain effective, open communication with other Cleaning Service staff and management. • Build amicable working relationships with co-workers and other hospital staff. • Support and encourage co-workers. Demonstrate a willingness to learn. • Promote healthy team culture.
<p>5. Staff Development</p> <p>Engage in appropriate learnings relevant to the requirements of the Cleaning Service.</p>	<ul style="list-style-type: none"> • Participate in regular performance appraisals. • Attend inhouse training and refresher courses as applicable. • Complete all relevant training pertaining to the Cleaning Services. • Share knowledge and skills where applicable • Aspire to achieve a recognised qualification in Cleaning

Organisational Accountabilities	Expected Outcome for all employees
Health Equity	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • the Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; • You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures; • You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
Health and Safety	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> • Fully contributes to the individuals’ team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.

Organisational Accountabilities	Expected Outcome for all employees
	<ul style="list-style-type: none"> • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the **Cleaning Service** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p>Innovation/Initiative</p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Resilience/Flexibility</p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p>Cultural Safety</p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>

Capability

Teamwork

Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

8. EDUCATION

- NZQA: Certificate in Cleaning Level 3 (Desirable).
- Chemical Training (Desirable)
- Knowledge of Health & Safety (Desirable)

9. SKILLS

- Good verbal communication and decision-making skills
- Ability to cope with varied work loads and possess good time management skills.
- Ability to maintains confidentiality and privacy.
- Demonstrates cultural awareness and sensitivity
- Ability to work unsupervised with sound problem solving skills
- Good interpersonal skills
- Good computer skills (Desirable)

10. EXPERIENCE

- 2-3 years cleaning experience in a healthcare environment (Desirable)
- Experience in floor care systems and operating floor buffers (Desirable)
- Teamwork
- Knowledge of Te Ao Maori me Te Reo Maori (Advantageous)