

## POSITION DESCRIPTION

Position Title:	Cleaner
Location:	Dunstan Hospital, Clyde
Reports:	Nil
Reports to:	Hospital Services Team Leader
Date:	April 2024

### Our Vision

To be a lead provider and educator of rural healthcare for our communities

### Purpose of Role

The key purpose of the role is to effectively contribute to the smooth running of the hospital by providing a high standard of a varied range of cleaning and support services that is responsive and flexible to the needs of the organisation.

## LIVING CENTRAL OTAGO HEALTH SERVICES LTD VALUES

Proactively demonstrate COHSL values in all aspects of the role

- Demonstrates behaviours that we want to see from each other, at our best
- Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up
- Contributes positively to the team and other initiatives that seek to improve patient and whanau experiences and/or staff experience of working

### KINDNESS

Kākau Māhaki

### EXCELLENCE

Whāia te iti kahurangi

### TRUST

Whakapono

### CONNECTION

Te Taukaea Takata

## COMPETENCIES

### Organisational Competencies

<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
<b>Integrity &amp; Trust</b>	Is widely trusted, recognises the importance of confidentiality and works with upmost discretion; admits mistakes and does not misrepresent themselves for personal gain

### Role Specific Competencies

<b>Process Management</b>	Good at figuring out the processes necessary to get things done; knows how to organise self and activities; understands how to separate and combine tasks into efficient workflow; knows what to measure and how to measure it.
<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information. Ensures clear lines of communication with Team Leaders and colleagues.

<b>Organisational Agility</b>	Knowledgeable about how the organisation work, understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of the organisation.
<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and does not stop at the first answers.
<b>Decision Quality</b>	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of their solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
<b>Communication</b>	Communication conveys an understanding of the context of the situation/circumstances. Presents information clearly in a language and style appropriate to the audience. Ability to listen.

## KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>Clinical Staff</li> </ul>	<ul style="list-style-type: none"> <li>Patients, Family / Whanau &amp; Community</li> </ul>
<ul style="list-style-type: none"> <li>Hospital Services Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare Professionals</li> </ul>
<ul style="list-style-type: none"> <li>Cleaning Staff</li> </ul>	<ul style="list-style-type: none"> <li>Contractors</li> </ul>
<ul style="list-style-type: none"> <li>Support Services Director</li> </ul>	
<ul style="list-style-type: none"> <li>COHSL Staff – Clyde</li> </ul>	

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>NCEA Level 2 or higher (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>At least 1-2 years cleaning experience</li> </ul>
<b>Experience</b>		<ul style="list-style-type: none"> <li>Experience within health sector</li> <li>Experience in Commercial cleaning</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Excellent active listening skills</li> <li>High attention to detail</li> <li>Good knowledge of cleaning/maintenance procedures</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Sets high standards of performance</li> <li>High standard of interpersonal communication skills</li> <li>Ability to work well in a team but also work independently</li> <li>Have initiative and ability to proactively seek solutions to problems</li> <li>Be self-motivated with excellent organisational and time management skills</li> <li>Willing to support and assist other staff as required</li> <li>Is adaptable and flexible – open to change</li> <li><b>Maintain exceptionally high level of confidentiality and respect the privacy of individuals when dealing with them.</b></li> </ul>	

KEY RESULT AREAS	
Key Accountabilities	Examples of Successful Delivery
<b>Cleaning Duties</b>	
<ul style="list-style-type: none"> <li>• Provide high quality cleaning support for COHSL ensuring efficient and effective service delivery</li> <li>• Maintain an eye for detail.</li> <li>• Undertake duties associated with the position as required to maintain an efficient service.</li> <li>• Identify potential improvements to processes to ensure the continuous improvement of cleaning duties</li> <li>• Identify existing or potential problems and opportunities to remedy</li> <li>• Produce work that complies with COHSL processes and reflects best practice</li> <li>• It is expected you will work additional shifts to cover sickness and leave as required</li> </ul>	<ul style="list-style-type: none"> <li>• Undertakes all a cleaning tasks to a high standard</li> <li>• Demonstrates attention to detail &amp; accuracy</li> <li>• Work with checklists and routines to delivery timely and efficient services.</li> <li>• Demonstrates a willingness to adapt to changing needs of the service.</li> <li>• Demonstrates excellent &amp; friendly customer service skills, by service delivery and excellent results.</li> </ul>
<b>Health, Safety &amp; Wellbeing</b>	
<ul style="list-style-type: none"> <li>• Takes practicable steps to ensure personal safety and the safety of others while at work, in accordance with the COHSL's Health, Safety and Wellbeing policies, procedures and systems.</li> <li>• Recognises individual responsibility for workplace Health &amp; Safety under the Health and Safety at Work Act 2015</li> <li>• Effort is made to strive for best practice in Health and Safety at all times</li> </ul>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under COHSL's Health &amp; Safety policy/procedures</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Create an atmosphere where staff support each other, and workplace violence and bullying are not tolerated</li> </ul>
<b>Cultural Safety</b>	
<ul style="list-style-type: none"> <li>• Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your day-to-day interactions with others.</li> <li>• Honouring cultural diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</li> <li>• Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices</li> </ul>
<b>Professional Development – Self</b>	
<ul style="list-style-type: none"> <li>• Identify areas for personal and professional development</li> <li>• Actively seeks feedback and accepts constructive criticism</li> </ul>	<ul style="list-style-type: none"> <li>• Training and development goals are identified and agreed with your manager</li> <li>• Performance objectives are reviewed with your manager</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience</li> </ul>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness</li> </ul>

## CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Acknowledged / Accepted:

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Employee

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Date

.....  
Manager

.....  
Date