

## Position Description

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<b>Position</b>	Cleaner
<b>Team / Service</b>	Domestic Services
<b>Directorate</b>	Tina Ririnui- Head of In House Services
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work at Hutt Hospital, Te Whatu Ora

## Te Whatu Ora

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The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- Provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

**Mana Māori**      Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Domestic Services Perspective

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Domestic Services is responsible for the safe and efficient cleaning of all facilities of Hutt Hospital, inpatient wards, outpatient and community facilities, public areas, corridors and office spaces ensuring that set standards are adhered to all times.

Domestic Services prides itself on providing a high quality customer focused service at all times.

## Key Accountabilities

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The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. To provide a comprehensive Domestic Service	<ul style="list-style-type: none"> <li>• All cleaning is completed in an efficient manner, ensuring as little disruption to patients, staff and public as possible</li> <li>• Cleaning standards are adhered to at all times</li> <li>• Flexibility is displayed when dealing with situations</li> <li>• Ensure the correct equipment is used in the correct manner at all times</li> </ul>
2. Provision of a customer focused Domestic Service	<ul style="list-style-type: none"> <li>• All staff show a high degree of customer service when attending to requests from staff, patients and public</li> <li>• All requests are dealt with professionally and in a timely manner.</li> <li>• Able to think outside the square when requests are made</li> <li>• Customer surveys and audits will measure service quality</li> <li>• Introduce self to patients prior to cleaning, leave calling card if patient is absent with cleaning is completed</li> </ul>
3. Equipment Maintenance	<ul style="list-style-type: none"> <li>• All equipment is used in accordance with manufacturer's instructions and training</li> <li>• Regular maintenance schedules are adhered to.</li> </ul> <p>Ensure all equipment is fully functional with any repairs dealt with immediately.</p>
4. Contribute to the positive functioning of Domestic Services	<ul style="list-style-type: none"> <li>• Provides support to other team members when required.</li> <li>• Contributes positively to the team meetings, work proactively to resolve issues and look for ways to improve service delivery</li> <li>• Ensures all rostered tasks are completed on each shift to a high standard.</li> <li>• Correct uniform is worn at all times.</li> </ul>
5. Infection Control and Patient Safety	<ul style="list-style-type: none"> <li>• Provide safe environment for patients and staff</li> <li>• Pass on any concerns raised by patients to appropriate staff</li> <li>• Meets Infection Control Standard requirements</li> <li>• Complies with Infection Control Policies</li> <li>• Attends staff orientation and annual Infection Control Education.</li> </ul>
6. Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
7. Health & Safety	<ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## Key Relationships & Authorities



## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
1. Interpersonal Savvy	<ul style="list-style-type: none"> <li>▪ Builds appropriate rapport</li> <li>▪ Friendly, warm, genuine and open</li> <li>▪ Builds an instant connection with people</li> </ul>
2. Fit with Te Whatu Ora Values	<ul style="list-style-type: none"> <li>▪ Is positive about respecting other staff, patients and public</li> <li>▪ Understands the need for confidentiality, and will keep information (e.g. about patients and/or staff) confidential</li> <li>▪ Is positive about caring for patients, customers and colleagues</li> <li>▪ Is positive about working in a team environment</li> <li>▪ Is positive about focusing on safety issues at work</li> <li>▪ Understands the basis of the Treaty of Waitangi</li> <li>▪ Has a positive attitude towards all cultural issues</li> </ul>
3. Excellence Focus	<ul style="list-style-type: none"> <li>▪ Sets challenging goals and targets for themselves</li> <li>▪ Is motivated to achieve goals and objectives</li> <li>▪ Works to improve own efficiencies and monitors own performance to identify areas for improvement</li> <li>▪ Adapts easily to changes at work</li> <li>▪ Proactively manages conflicting demands on time</li> </ul>

Competency	Behaviours
4. Problem Solving	<ul style="list-style-type: none"> <li>Is logical when thinking through issues</li> <li>Able to evaluate the pros and cons of solutions</li> <li>Thinks reasonably quickly on their feet</li> <li>Considers the wider implications of their actions and decisions. Balances taking a short and medium- term perspective</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Excellent communication and organizational skills
- Strong interpersonal and problem-solving abilities
- Highly responsible and reliable
- Ability to work cohesively as part of a team
- Previous cleaning experience a plus

### B. Essential Professional Qualifications / Accreditations / Registrations:

- High School Diploma or equivalent, or significant cleaning experience

### C. Someone well-suited to the role will place a high value on the following:

- Promoting health and safety
- Continuous improvement in the standard cleaning
- Attention to detail

**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

**Date Effective:** \_\_\_\_\_

**Manager's Signature:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_