

Position Description

Position	Cleaning Supervisor
Service / Directorate	Domestic Services
Directorate	In-House Services
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from the Hutt campus

Te Whatu Ora

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

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

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

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

District Responsibility

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.

Unit Perspective

The Non Clinical Support & Delivery Division sits within the Finance, Facilities & Business Services Directorate, led by the Director Facilities and Business Services.

Non-Clinical Support and Delivery provides a range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services. Services include security orderlies, catering, cleaning, administration, coding and clinical records, operational management, fleet management and sustainability.

Purpose of the role

- To manage cleaning operations and staffing during their period of duty
- To ensure cleaning standards are adhered to at all times of all facilities on campus, inpatient wards, outpatient areas, public areas, corridor and office spaces
- To perform cleaning audits for the month and ensuring high sanitation is maintained at all times
- To train and develop the cleaning team in a manner that meets the objectives set according to Cleaning Protocol and Infection Prevention & Control

- To ensure that proper handling of all equipment is maintained and to ensure the health & safety policy
- Check and maintain the inventory of cleaning supplies and cleaning equipment.
- To monitor the staff sign in & out for their shifts and breaks.
- To perform and follow up special cleaning requests by the HCA/Nurses.
- To ensure all areas are covered by cleaning staff and to help complete the task if needed.

Key Accountabilities

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.

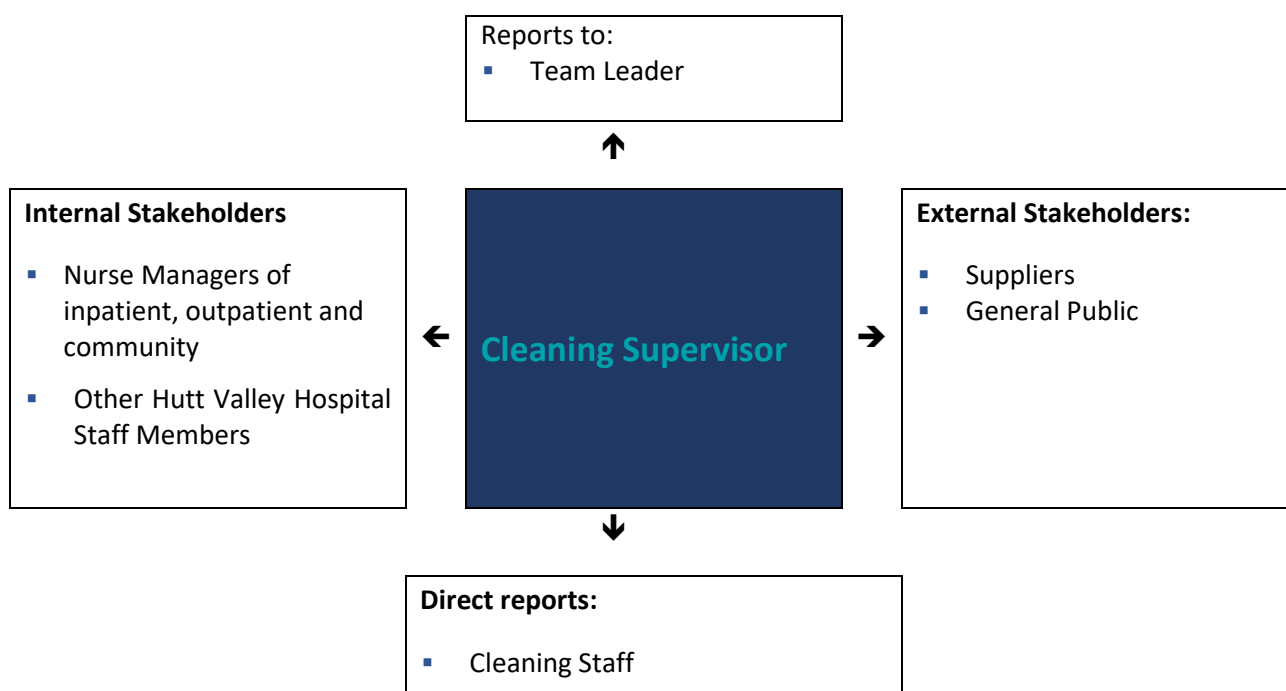
General Accountabilities

- Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the DHB'S Code of Conduct
- Champion equity and diversity in the workplace including the Treaty of Waitangi
- Displays commitment to Workplace Health and Safety Programme Policy
- Leadership by example with consistent approach to providing an efficient and high standard of work, and role model for staff to follow.

Key accountabilities	Deliverables / Outcomes
1. Technical outcomes / accountabilities	▪ Provision to ensure consistently high standards and quality customer focused service ▪ Creates and encourages a positive work environment
2. Leadership	▪ Maintain a strict sense of personal ethics, confidentiality and privacy and abides by the code of conduct ▪ Respond to the changing needs of the Hospital, performing other needs as required ▪ Utilises knowledge of cleaning services to drive change where needed ▪ Demonstrates effective leadership skills in all aspects of management ▪ Encourages growth of individuals as a team ▪ Promoted positive working relationships with team members
3. Stakeholder engagement	▪ Actively work in partnership with other directorates and key stakeholders in the value for money design and delivery of effective project management services. ▪ Constructive strategic and tactical relationships and partnerships are developed with a range of groups and individuals both internal and external to the DHBs that supports and enables problem solving and the implementation of solutions ▪ A partnering approach is implemented to the delivery of services to the DHBs in a way that facilitates and supports shared agenda and objectives.
4. Continuous improvement and innovation	▪ Establish a culture of continuous improvement, ensuring linked and cohesive 2DHB view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.

5. Te Tiriti o Waitangi	- Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to - Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance - Cultural competence is grown across the team, supporting inclusion and partnership.
6. Health & Safety	- Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature - Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. - Maintain a proactive culture of Health & Safety supported by systems. - Ensure providers are aware of and have processes to comply with their health and safety responsibilities

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
Interpersonal Savvy	- Relates well to all kinds of people - Builds appropriate rapport - Builds constructive and effective relationships - Uses diplomacy and tact - Can diffuse high-tension situations comfortably

Competency	Behaviours
Organising	- Can marshal resources (people, funding, material, support) to get things done - Can orchestrate multiple activities at once to accomplish a goal - Uses resources effectively and efficiently - Arranges information and files in a useful manner
Planning	- Accurately scopes out length and difficulty of tasks and projects - Sets objectives and goals - Breaks down work into the process steps - Develops schedules and task/people assignments - Anticipates and adjusts for problems and roadblocks - Measures performance against goals - Evaluates results
Decision Quality	- Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement - 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
Problem Solving	- 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 doesn't stop at the first answer
Quality & Innovation	- Provides quality service to those who rely on one's work. - Looks for ways to improve work processes - suggests new ideas and approaches. - Explores and trials ideas and suggestions for improvement made by others. - Shows commitment to continuous learning and performance development.
Negotiating	- Can negotiate skilfully in tough situations with both internal and external groups - Can settle differences with minimum noise - Can win concessions without damaging relationships - Can be both direct and forceful as well as diplomatic - Gains trust quickly of other parties to the negotiations - Has a good sense of timing

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Supervisor and cleaning experience
- Experience leading a cleaning team
- Strong interpersonal skills, displaying honesty, integrity, reliability and a demonstrated sense of ethics in all decisions and actions
- Excellent communication and organizational skills
- Problem-solving abilities
- Mid-level computing skills

B. Essential Professional Qualifications / Accreditations / Registrations:

- NZQA Level 3 Qualification or relevant study or significant years of cleaning experience

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

- Promoting a positive & collaborative team environment
- Promoting Health and Safety
- Continuous improvement
- Adaptability
- Approachability and empathy
- 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: _____

Managers' Signature: _____

Employee's Signature: _____