



Position Description

Housekeeper

Mission

We walk with people across the generations to create together places to live, learn, and thrive. We call out injustice and advocate for positive social change.

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
<p>Provide an efficient and effective housekeeping service</p>	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> • 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 <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • 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.
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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

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

