

Position Description

Support Services Assistant

Business area: Support Services

FTE: As per Conditions of Employment

Reports to: Housekeeping Services Supervisor



Our Purpose

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| <p><i>Our Mission :</i></p> <p>Excellence in health care within a culture of caring</p> | <p><i>Our Vision :</i></p> <p>To be an innovative centre of excellence, where people choose to receive health care and people love to work.</p> | <p><i>Our Values:</i></p> <p>Four core values:</p> <ul style="list-style-type: none"> ○ Do the Right Thing ○ Aim for Excellence ○ Caring for All ○ Work Better Together |
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Position Objective:

- To provide a cleaning and support service that ensures an excellent standard of presentation of the facility at all times.

Functional Relationships:

| Internal: | External: |
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| <ul style="list-style-type: none"> • Hospital Manager • Ward Services Manager • Infection Prevention and Control Coordinator • Nursing Co-ordinators • Charge Nurses • All other St George's Hospital colleagues | <ul style="list-style-type: none"> • Patients • Visitors • Users of the Hospital's support services. • Suppliers |

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Key Areas of Accountability:

| Area of Accountability | Expected Results |
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| <p>Maintenance of a clean hospital environment</p> | <ul style="list-style-type: none"> • Cleans and services patient rooms, public and back of house and other allocated areas at a level consistent with the required standards and cyclical schedules. • Correctly disposes of /recycles non-medical waste. • Maintain appropriate stock levels of non-clinical supplies. • Ensures equipment and cleaning products are appropriately maintained. • Collects and transfers hospital waste from generation points to storage areas. • Understands waste categories and appropriate procedures with a commitment to recycling. |
| <p>Laundry and linen services are delivered</p> | <ul style="list-style-type: none"> • Maintains adequate stocks of linen within the clinical areas. |
| <p>Food service is delivered in clinical areas</p> | <ul style="list-style-type: none"> • Assists with the timely and appropriate provision of food and beverages to meet the required nutritional needs of patients. • Maintains stock levels in the ward kitchen. |
| <p>Contributes to the effective functioning of ward activities</p> | <ul style="list-style-type: none"> • Assists with general ward activities e.g. transportation of beds and equipment as requested |
| <p>Interpersonal Relationships/Teamwork Ensures effective teamwork and contributes to the achievement of St George's Hospital and St George's Hospital Ophthalmology Centre vision and strategic plan</p> <p>Communicates effectively with patients, colleagues, other health professionals and the public.</p> | <ul style="list-style-type: none"> • Demonstrates respect and integrity at all times. • Establishes a trusting relationship with colleagues, clinicians, patients and whanau. • Interprets and adheres to lines of authority and uses proper channels of communication. • Accepts and effects constructive change and/or criticism. • Displays a good team spirit and adopts a positive approach to work. • Empathises with others and considers their feelings whilst recognizing and respecting individual differences. • Recognises and values the roles and skills of members of the health care team, contributes positively to team and organisational goals and works collaboratively in the delivery of quality care. • Demonstrates the ability to work independently (within SSA scope of practice) and as part of a team. • Attends and participates in colleguemeetings as directed. • Creates opportunities to network internally and externally. |
| <p>Professional Development Maintains a high level of professional development</p> | <ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the organisation. • Participates in an annual performance appraisal and the setting of performance objectives. • Identifies own learning requirements/deficits and develops a plan in conjunction with your supervisor to redress these. • Fosters an environment conducive to learning, enquiry and research. • Completes food handling education as required |

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| <p>Quality Improvement Maintains a high level of quality improvement</p> | <ul style="list-style-type: none"> • Participates actively in quality improvement activities. • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates in other appropriate quality improvement activities as requested/required. • Participates actively in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHNZ Accreditation process status. • Documents and reports accidents and incidents accurately in accordance with Hospital policy. • Actively participates in quality assurance programmes and audits, to monitor and improve standards, completing requested documentation and audit activities within specified timeframes. • Supports continuous quality improvement |
| <p>Organisational Culture Supports a strong and positive image of St George's Hospital within the community and with key internal and external stakeholders</p> | <ul style="list-style-type: none"> • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and has a customer focus. • Assists in facilitating positive inter-departmental relationships. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Models St George's values and adheres to St George's policies and procedures. |
| <p>Cultural safety and Te Tiriti o Waitangi To promote cultural awareness within St George's Hospital</p> | <ul style="list-style-type: none"> • Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi • Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability or beliefs. |
| <p>Health & Safety</p> | <ul style="list-style-type: none"> • Complies with and supports all health and safety policies, guidelines and initiatives • Ensures all incidents, injuries and near misses are reported in our H&S reporting tool |
| <p>Organisational effectiveness Contributes to the cost effectiveness and changing needs of the hospital business</p> | <ul style="list-style-type: none"> • Looks for ways and means to actively and effectively promote cost effectiveness. • Accurately completes cost accounting documents as appropriate |
| <p>Other Duties Undertakes other duties as requested from time to time</p> | <ul style="list-style-type: none"> • Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures. |

Qualifications, Experience and Personal Qualities

| | Essential | Desirable |
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| Qualifications | | <ul style="list-style-type: none"> • National Certificate in Cleaning and Caretaking |
| Experience & Knowledge | | <ul style="list-style-type: none"> • Experience in either Health Care or Hospitality Cleaning |
| Personal Attributes | <ul style="list-style-type: none"> • Honest and reliable • Compassionate and respect for people • Flexible and able to work as an effective team member • Demonstrates initiative and the ability to work unsupervised • Excellent communication and interpersonal skills • Outstanding customer service skills • Ability to prioritize | |