

## *Position Description*

### *Support Services Assistant*

Business area: Surgical Wards/Maternity  
 FTE: As per Conditions of Employment  
 Reports to: Charge Nurse



#### *Our Purpose*

#### ***Our Mission :***

Excellence in health care within a culture of caring

#### ***Our Vision :***

To be an innovative centre of excellence, where people choose to receive health care and people love to work.

#### ***Our Values:***

Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

#### *Position Objective:*

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

#### *Functional Relationships:*

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Hospital Manager</li> <li>• Housekeeping Services Supervisor</li> <li>• Patient Care Manager</li> <li>• Infection Prevention and Control Coordinator</li> <li>• Nursing Co-ordinators</li> <li>• Charge Nurses/Midwife</li> <li>• All other St George's Hospital staff</li> </ul>	<ul style="list-style-type: none"> <li>• Patients</li> <li>• Visitors</li> <li>• Users of the Hospital's support services.</li> <li>• Suppliers</li> </ul>

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### *Support Services Assistant*

*Key Areas of Accountability:*

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

## *Position Description*

### *Support Services Assistant*

Area of Accountability	Expected Results
	<ul style="list-style-type: none"> <li>Participates actively in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHNZ Accreditation process status.</li> <li>Documents and reports accidents and incidents accurately in accordance with Hospital policy.</li> <li>Actively participates in quality assurance programmes and audits, to monitor and improve standards, completing requested documentation and audit activities within specified timeframes.</li> <li>Supports continuous quality improvement</li> </ul>
<p><b>Organisational Culture</b></p> <p>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"> <li>Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and has a customer focus.</li> <li>Assists in facilitating positive inter-departmental relationships.</li> <li>Maintains confidentiality in respect to St George's operations, business, employees, clients and patients.</li> <li>Models St George's values and adheres to St George's policies and procedures.</li> </ul>
<p><b>Cultural safety and Te Tiriti o Waitangi</b></p> <p>To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> <li>Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health.</li> <li>Collaborates with colleagues regarding the integration of Te Tiriti principles of partnership, protection and participation in practice</li> <li>Displays a willingness to work positively with organisational strategies to improve outcomes for Māori</li> <li>Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice</li> </ul>
<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with legislated Health and Safety at Work requirements</li> <li>Cooperates with any reasonable policy or procedure relating to health or safety at the workplace</li> <li>Ensures compliance with hospital security requirements and is vigilant in all matters of security</li> <li>Participates in Health and Safety training as required by St George's</li> </ul>
<p><b>Organisational effectiveness</b></p> <p>Contributes to the cost effectiveness and changing needs of the hospital business</p>	<ul style="list-style-type: none"> <li>Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>Accurately completes cost accounting documents as appropriate</li> </ul>
<p><b>Other Duties</b></p> <p>Undertakes other duties as requested by the Housekeeping Services Supervisor from time to time</p>	<ul style="list-style-type: none"> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>

### *Qualifications, Experience and Personal Qualities*

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>National Certificate in Cleaning and Caretaking</li> </ul>
<b>Experience &amp; Knowledge</b>		<ul style="list-style-type: none"> <li>Experience in either Health Care or Hospitality Cleaning</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Honest and reliable</li> <li>Compassionate and respect for people</li> <li>Flexible and able to work as an effective team member</li> <li>Demonstrates initiative and the ability to work unsupervised</li> </ul>	



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	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills</li><li>• Outstanding customer service skills</li><li>• Ability to prioritize</li></ul>	

*Agreed by:*

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Employee)

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_