

Position Description

Support Services Assistant

Business area:

FTE: As per Conditions of Employment

Reports to: Housekeeping Services Supervisor

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:
<ul style="list-style-type: none"> • Hospital Manager • Housekeeping Services Supervisor • Patient Care Manager • Chief Executive Officer • Infection Prevention and Control Nurse, Nursing Co-ordinators • Charge Nurses/Midwife • All other St George's staff 	<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
<p>Maintenance of a clean hospital environment</p>	<ul style="list-style-type: none"> • Cleans and services patient rooms 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</p>	<ul style="list-style-type: none"> • Maintains adequate stocks of linen within the clinical areas. • Assists with the timely and appropriate provision of food and beverages to meet the required nutritional needs of patients.
<p>Food service delivery in clinical areas</p>	<ul style="list-style-type: none"> • Assists with food services as required. • 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</p> <p>To ensure effective teamwork and contribute to the achievement of St George's and St Georges Ophthalmology Centre vision and strategic plan</p> <p>To communicate effectively with patients, colleagues, other health professionals and the public.</p>	<ul style="list-style-type: none"> • Supports and encourages the professional growth of the team. • Promotes harmonious working relationships within Eye Care and with clinicians and other staff members. • Assists and supports staff during the process of change. • Provides written and verbal reports and documentation which is clear, concise, accurate and appropriate. • Ensures staff are kept informed and has access to relevant information. • Provides guidance to staff requiring assistance with interpersonal skills. • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates effectively, honestly and openly with other team members. • Fosters co-operation across clinical and administrative groups. • Models St George's values. •
<p>Professional Development</p> <p>To maintain 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 training for the National Certificate in Cleaning and Caretaking • Completes food handling education as required



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<p>Quality Improvement</p> <p>To maintain 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</p> <p>To support a strong and positive image of St George's within the community and with key internal and external stakeholders</p>	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the department • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus". • Assists in facilitating positive inter-departmental relationships. • Maintains confidentiality in respect to St George's operations, business, employees, clients patients and visitors • Models St George's values and adheres to St George's policies and procedures.
<p>Cultural understanding of the Treaty of Waitangi</p> <p>To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> • Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi. • Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori. • Respects diversity of cultural and religious beliefs amongst staff and patients.
<p>Health & Safety</p> <p>To ensure a safe working environment</p>	<ul style="list-style-type: none"> • Ensures accidents and untoward incidents occurring in the department are reported. • Takes reasonable care for personal health and safety. • Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons. • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at Work Act 2015 and its amendments • Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers. • Ensures compliance with hospital security requirements and is vigilant in all matters of security. • Recognises safety hazards and initiates appropriate corrective actions. • Attends fire and evacuation lectures and participates in drills as required. • Participates in Health and Safety training as mandated by St George's from time to time.
<p>Organisational effectiveness</p> <p>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</p> <p>To undertake other duties as requested by the Housekeeping Services Supervisor 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.

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Qualifications, Experience and Personal Qualities

	Essential	Desirable
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 	

Agreed by:

Signed: _____ **Date:** _____
(Employee)

Signed: _____ **Date:** _____