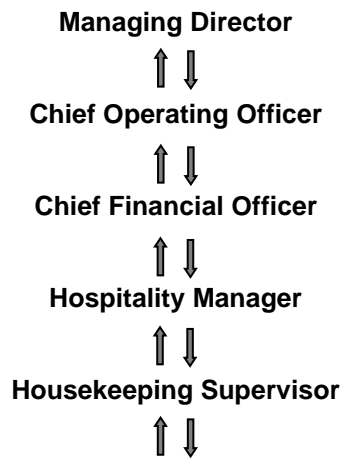




Braemar Hospital Job Description
Position Title: Housekeeping Supervisor

Responsible to Hospitality Manager
Prepared/Reviewed June 2021

Place in Organisation



Position Holder's Name _____

Position Holder's Signature _____

Manager's Name Lee Parker _____

Manager's Signature _____

Date _____

Vision: Your choice for excellence

Mission: To provide excellent independent private surgical and medical facilities and services consistent with best practice.

Values: Integrity – Service – Excellence – Co-operation – Compassion

Purpose of the Position

1. Lead the household cleaners to achieve the quality hotel experience for patients and visitors while being an active member of the team, and ensuring the quality standards for cleaning theatres. Training staff.
2. Submitting and implementing an effective and efficient roster for the delivery of cleaning services for the hospital, including the medical services buildings.
3. Maintaining a high standard of cleanliness in all patient rooms, corridors, lounges and utility areas, and theatre areas to the infection control standards. Responding positively and quickly to exceptions and unexpected cleaning requirements.. Consistently spot checking all the aforementioned areas.
4. Ensuring regular maintenance of equipment
5. Ensuring safe storage of all cleaning materials (complying with Material Safety Data Sheets)
6. Following the Policy Manual, its definitions of methods of work standards and requirements.
7. Ensuring their contribution to the Housekeeping team supports BH mission and codes of behaviour.
8. Ensuring that staff undertake effective safety and health procedures and practices
9. To attend theatre cleaning meetings in the evenings on a monthly basis

Nature & Scope of Responsibilities

The following accountabilities cover all cleaning tasks in Housekeeping. An employee shall have a combination of tasks set for a shift by the Housekeeping Supervisor. Typically, theatre cleaning will be undertaken on a separate shift to other ward/office cleaning. Cleaners maybe allocated any of the tasks below. The Housekeeping Supervisor should be familiar with and capable of undertaking any task

| Service Requirement | |
|---|---|
| Accountabilities | Performance Measures |
| To undertake cleaning of the internal areas of Braemar Hospital in accordance with its cleaning policy: Shall maintain a high standard of general cleanliness, effectively use and control storage of cleaning products and minimise the risk of cross infection. | To the published AS/NZS standards for cleaning and associated matters, and Guidelines for Environmental Infection Control in Health-Care Facilities as defined in the Braemar Hospital Policy. Principles/Practice Requirement The staff shall: <ul style="list-style-type: none">• maintain a high standard of general cleanliness, effectively use and control storage of cleaning products and minimise the risk of cross infection; following the documented "Housekeeping Daily Duties, or Theatre Cleaning Daily Duties" |

| | |
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| | <ul style="list-style-type: none"> • Knock on patient room doors to gain permission to enter to perform cleaning / restocking tasks • Seek (non-patient) customer feedback in order to source ways for continually improving cleaning service delivery • Continually review their own practice and reporting incidents of risk, e.g. blood / body fluid spills, cleaning solutions i.e. iodine spills onto the carpet, vinyl; and reporting any sharps in the rubbish bins / bags etc) • Adopt safe work practices at all times • Follow infection control guidelines, including checking with nursing staff before entering room(s) of patient(s) in isolation • Wear full PPE gear when cleaning task involves likely contact with contaminated areas • Isolate and report faulty equipment immediately to the housekeeping team leaders • Handle all chemicals according to manufacturer's guidelines • Promote teamwork |
| Appearance, manner, work approach and Team work | <ul style="list-style-type: none"> • A professional approach with a cooperative disposition towards colleagues and customers • Always wear the uniform and name badge provided while in the hospital and while on duty. • • Be neat and tidy in appearance • • Be prompt for shift start times • • Be available for additional rostered work as much as possible and at short notice (to cover sick leave and the like) • • Complete the kiosk roster on the computer authenticating your shifts and including appropriate notes for all variances, while also dealing with any "red clocks" promptly • Build and maintain productive working relationships • Behaviour demonstrates cultural appropriateness |

| Education / Orientation / Health & Safety | |
|---|--|
| Accountabilities | Performance Measures |
| Training and development | <ul style="list-style-type: none"> • To undertake willingly and with a sense of purpose, any training that maybe required for individual training and development needs • To be conversant with the Material Safety Data sheets, and all safety and health requirements in the kitchen environment |
| To participate in and comply with the requirements of the Health & Safety in Employment Act 2015 (and any amendments) and associated Braemar policies | <ul style="list-style-type: none"> • Work practices ensure safety for self and others • Advice or assistance is sought before commencing an unfamiliar work practice • Hazards are identified, control plans documented, and hazards eliminated, minimized or isolated • Comply with BH incident reporting policy • Emergency management procedures and compulsory / compliance education and training completed. |

| Continuous Quality Improvement | |
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| Accountabilities | Performance Measures |
| To actively contribute to Continuous Quality Improvement activities within the service | <p>Contributes to the service's Continuous Quality Improvement by:</p> <ul style="list-style-type: none"> • Identifying improvement opportunities and notifying the Hospitality Manager • Participating in the service's quality improvement activities • Providing good customer service • Complying with standards • Being responsive to customer requests or complaints • Working to improve quality of service and customer satisfaction • Ensures that Braemar Hospital maintains delivery of service and physical attributes consistent with a Hotel ethos |

| Team Member | |
|---|--|
| Accountabilities | Performance Measures |
| Individual responsibilities actions and contributions enhance the success of the area/service/team and division | <ul style="list-style-type: none"> • Maintains a current knowledge of relevant issues, trends and practices • Behaviour demonstrates cultural appropriateness • Builds and maintains productive working relationships • Participates as a member of designated group(s) • Values individual effort, innovation and creativity |
| Treaty of Waitangi | <p>Works in a way that demonstrates:</p> <ul style="list-style-type: none"> • Partnership and shared decision making with Māori • Participation and consultation with Māori • Protection of Māori needs, values and beliefs |
| Equal Employment Opportunities (EEO) | <ul style="list-style-type: none"> • Demonstrates and encourages behaviour that recognises and is consistent with EEO principles and practices |

| Health & Safety Obligations |
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| <ol style="list-style-type: none"> 1. The employee shall take all reasonably practicable steps to eliminate or minimise risk in the workplace. 2. The employee shall take all reasonably practicable steps to ensure that no action or inaction by the employee while at work causes harm to any person. The failure to take all reasonably practicable steps may result in disciplinary action up to, and including summary dismissal. 3. The employee shall ensure that safety procedures are followed at all times and shall comply with the employer's health and safety rules and procedures. Failure to comply with the employer's rules and procedures may result in disciplinary action up to and including dismissal. 4. The employee shall comply with reporting obligations to the employer in respect of health and safety matters and exercise due diligence in respect of the officer duties. Failure to report or exercise due diligence may result in disciplinary action up to and including dismissal. 5. The employee is expected to report as soon as possible to management any accidents, incidents or hazards arising during the course of the employment. |

| Personal & Professional Development | |
|---|--|
| Accountabilities | Performance Measures |
| <p>Assumes responsibility for personal and professional / work education and development</p> <p>Role models expected conduct and standards for team harmony within department and at committee level</p> <p>Actively seeks new personal growth opportunities and undertakes the necessary education /training to deliver on new projects</p> <p>Uses nursing knowledge and skill to assess, plan, implement and evaluate patient needs</p> <p>Applies analytical reasoning and professional judgement to nursing practise issues/decisions.</p> | <ul style="list-style-type: none"> • Can demonstrate how skills/information/currency in thinking is undertaken; can demonstrate new learning in action by effective performance • New and ongoing learning needs are articulated and appropriate resources for education and training are sourced • Reflects on own practice and professional behaviour; modifies own behaviour according to feedback, results, and outcomes • Reflect upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care. • Prepares for, and participates in self-appraisal and annual performance review |
| <p>The staff member will perform such other duties as reasonably required by the manager in accordance with the conditions of the position</p> | <ul style="list-style-type: none"> • Additional duties are performed in an efficient manner, to the required standard within a negotiated timeframe |
| <p>The staff member contributes to the overall success of Braemar Hospital</p> | <ul style="list-style-type: none"> • Feedback from peers, management, medical staff and support staff confirms contributions are positive, participation is effective. |

| Staff Reporting | |
|------------------------|---|
| Direct Reports | All housekeeping staff across all buildings |

| Relationships | |
|----------------------|--|
| Internal | <p>Housekeeping cleaning staff</p> <p>Hospitality staff</p> <p>Hospital Co-ordinators</p> <p>Charge Nurse and Associate Charge Nurse</p> <p>Nurses / HCAs</p> <p>Theatre Manager</p> <p>Theatre Co-ordinators</p> <p>Hospitality Manager</p> <p>Facilities Manager</p> <p>Patients</p> |

| | |
|------------|------------------------------------|
| External | Suppliers Maintenance companies |
| Committees | Health and Safety Committee |

| Person Specifications | |
|----------------------------------|--|
| Education | |
| Essential | |
| Desirable | |
| Training & Experience | |
| Essential | <ul style="list-style-type: none"> • Experience as a cleaner, supervisory experience with cleaning staff |
| Desirable | <ul style="list-style-type: none"> • Knowledge of cleaning regimes and the use of cleaning equipment and chemical handling |
| Competencies | |
| Professional Skills | <ul style="list-style-type: none"> • Attention to detail • Methodical and process orientated • Effective communication skills • Ability to read and understand MSDS info for health and safety requirements for chemicals used in cleaning. • Ability to understand and apply the inflectional control cleaning requirements and their importance. • Good time manager |
| Personal Skills | <ul style="list-style-type: none"> • Organised and able to quickly to undertake the required cleaning • Team Player • Methodical • Accountable / Resolute • Self Sufficient / Independent • Flexible and Adaptable • Reliable • Committed • Confident • Works to personal high standards • Passionate • Has high energy levels |