

Adult Residential Housekeeper

Stepping Stone Trust has been operating since 1990; having grown out of Spreydon Baptist's Community Services and is now the largest NGO provider of Community Mental Health services in Canterbury. The Trust operates a range of Residential, Respite and Community Support services for Youth through to Older Persons for up to 500 Tangata Whaiora/Consumers each week.

Our Vision

To provide an effective Christ-centred mental health service that encourages life, purpose, hope and future

Our Mission

Offering hope and a Stepping Stone in life

Core Values

Faith – belief that God makes a difference

Growth – a journey toward wholeness

Respect – belief in the value of all people

Relationship – belief that we grow and work together with others

Service Effectiveness – giving hope

Service Context

The Adult services provide a medium to long term stay for people with mental illness for whom independent living is not viable for them.

The key purpose of the role is to provide homely and professional care. Housekeeping is an essential part of a team approach to serving these Tangata Whaiora/Consumers.

Be actively involved in support of a positive, supportive living environment for Tangata Whaiora/Consumers.

Role, Purpose and Scope of Role

The Housekeeping role requires a focus on maintaining a positive therapeutic care environment and providing support to the wider team. This involves attending to the cooking and cleaning tasks as well as assisting the support team in delivering services to Tangata Whaiora/ Consumers.

A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.

Key Relationships

Reports to	<ul style="list-style-type: none"> • Team Leader
Accountable to	<ul style="list-style-type: none"> • Service Manager

Delegated Authorities

Financial – Budget & Expenditure limits	<ul style="list-style-type: none"> • Maintains food budget within guidelines set out by Service Manager
Human resources	<ul style="list-style-type: none"> • NIL

Internal Relationships

Interactions within SST	The purpose and frequency of these interactions
Service Managers, Clinical and Support Staff	<ul style="list-style-type: none"> • As required to promote the best outcomes for Tangata Whaiora/Consumers. • Daily to plan, co-ordinate, receive key messages and overall direction. • As needed to communicate changes and results regarding care planning. • Weekly or fortnightly team-wide focus meetings to review and collaborate to provide excellence in service delivery.
Stepping Stone Administration	<ul style="list-style-type: none"> • As required for day-to-day needs and employment matters.
Tangata Whaiora/Consumers	<ul style="list-style-type: none"> • Daily to attend to hospitality needs. • To be aware of individual dietary and accommodation needs.

External Relationships

Interactions outside of SST	The purpose and frequency of these interactions
Food and Equipment Providers	<ul style="list-style-type: none"> • As required for the provision of foodstuffs and general household goods, including cleaning products.

Key Result Areas

1 Model of Care, Policies and Procedure

Key Measurement Criteria	Performance Measure
1.1 Commitment to working within the framework of Stepping Stone Trust its vision, mission and values.	1.1 Demonstrate alignment with vision, mission and values.
1.2 SST policies and procedures are implemented and adhered to.	1.2 Policy and procedures adhered to.

2 Cultural Safety

Key Measurement Criteria	Performance Measure
2.1 Commitment to the principles of the Treaty of Waitangi as they apply to Stepping Stone Trust.	2.1 Demonstrate knowledge and application of the principles of the Treaty of Waitangi.
2.2 Tangata Whaiora/Consumers receive non-discriminatory e.g. race, culture, health, sexual orientation or age.	2.2 Tangata Whaiora/Consumers feedback, peer feedback.

3 Programme Delivery

Key Measurement Criteria	Performance Measure
3.1 Tangata Whaiora/Consumers well-being and safety maintained.	3.1 <ul style="list-style-type: none"> ○ Monitor the well-being and the health & safety needs of Tangata Whaiora/Consumers and to report those observations to Staff to allow for early intervention and any health problems can be treated. ○ Be aware of and practice professional boundaries and report any breaches. ○ Enable Tangata Whaiora/Consumers to have a great stay in terms of comfort, cleanliness and nutrition. ○ Support services rules and culture
3.2 Housekeepers are primarily responsible for house cleaning and washing daily.	3.2 <ul style="list-style-type: none"> ○ Complete all dishwashing, mopping, vacuuming, and removal of rubbish; laundry washed, dried and put away as per the task descriptions.
3.3 Meals during the shift are properly prepared and presented.	3.3 <ul style="list-style-type: none"> ○ Prepare and serve lunch meal as required; prepare evening meal; check tea and coffee making facilities; replenish bread, milk and fruit if needed; and stock-take food and shop weekly.

3.4 When carrying out the key daytime main tasks/roles, fulfilling the responsibilities within the job description will allow the residence to run in an orderly progressive manner.	<ul style="list-style-type: none"> 3.4 ○ In conjunction with support staff, check shift planning for the day's tasks. ○ Complete all tasks related to cleaning and meal preparation, and as outlined in 3.2 and 3.3. ○ As required, answer the office phone (clinical and admission decisions are not expected to be taken) and be clear with any messages.
3.5 Infection Control and Health and Safety requirements are managed.	<ul style="list-style-type: none"> 3.5 ○ Demonstrates correct food handling and infection control practice in accordance with SST policy and procedures. ○ Lock up knife drawers and laundry poisons. ○ Know and practice fire and incident drills. Be aware of all likely emergency responses. ○ Carry appropriate keysets at all times and know how to use them.

4 Communication

Key Measurement Criteria	Performance Measure
4.1 Manage any housekeeping audit and reporting requirements.	4.1 Administration of these tasks is completed in a timely manner in accordance with policy and procedures.
4.2 To work collaboratively with staff providing transparent feedback.	4.2 Staff issues are progressed on the basis of noted feedback.

5 Leadership

Key Measurement Criteria	Performance Measure
5.1 Contributing to and maintaining SST's ethos and values.	5.1 Practicing the ethos and values of SST.
5.2 Model Self-Management.	5.2 Walk the talk and setting an example by doing.
5.3 Practice respect in professional relationships.	5.3 Staff reflect positive and affirming relationships.

6 Reporting

Key Measurement Criteria	Performance Measure
6.1 Incident/Accident reports to be completed in a timely manner in accordance with policy.	6.1 Evidence by adherence to policy.

7 Team Work

Key Measurement Criteria	Performance Measure
7.1 Tangata Whaiora/Consumers are valued through a work environment that implements and models a collaborative team approach to the work. All roles function as part of a greater team of carers and within that team they provide a high level of stable continuous care.	7.1 <ul style="list-style-type: none"> ○ Participating fully in the consultative function of weekly team and peer meetings ○ Attend staff meetings (paid time) ○ Attend Stepping Stone professional development training. ○ Work alongside/with colleagues with mutual respect.

8 Staff Performance Management

Key Measurement Criteria	Performance Measure
8.1 Proactively participate in the regular performance review and annual performance appraisal process.	8.1 Completed performance appraisal.

9 Professional Development

Key Measurement Criteria	Performance Measure
9.1 Where appropriate, identifies professional development needs and training opportunities in consultation with the Service Manager.	9.1 Evidenced in participation of training and development and training records.

10 Quality Standards

Key Measurement Criteria	Performance Measure
10.1 Know and practice OSH policy.	10.1 Participate in Hazard Identification and Health and Safety processes.
10.2 Understand fire drills and civil defence emergency procedures.	10.2 Participate in fire drills and civil defence emergency procedure training.
10.3 Adhere to Accident/Incident reporting system.	10.3 Accidents/Incidents are reported.

10.4	Uses all equipment correctly, and with proper care and attention, observing education and instruction given.	10.4	Equipment issued correctly.
10.5	Know and practice relevant work place quality standards subject to audit.	10.5	Service adherence to functional quality standards is positively reflected in internal and external audits.

11 Other Duties

Key Measurement Criteria		Performance Measure	
11.1	Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.	11.1	Tasks completed as requested.

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential Facilities	Outdoors
Vehicle	Tangata Whaiora/ Consumers Homes	Community
Hospital	Offices of Specialist Services	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
<ul style="list-style-type: none"> ○ Mechanical handling ○ Stacking and storage ○ Transportation (car etc) ○ Confined space/working at heights ○ Ventilation ○ Working at heights in walkways and aisles ○ Equipment guards ○ Energy isolation ○ Noise ○ Vibrating platforms 	<ul style="list-style-type: none"> ○ Insects ○ Bacteria/Virus ○ Animals (e.g. Dogs, Rats) 	<ul style="list-style-type: none"> ○ Extremes of heat or cold ○ Hot substances/products ○ Fire hazard
	CHEMICAL	PHYSIOLOGICAL (Factors that may contribute to stress and/or fatigue)
	<ul style="list-style-type: none"> ○ Chemicals and other substances ○ Mist ○ Dust ○ Dangerous Goods 	<ul style="list-style-type: none"> ○ Periods of significantly increased intensity or duration of workload ○ Organisational demands of work (e.g. 24 hour availability) ○ Tight deadlines ○ Provision of support to others during peak periods ○ Shift work
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
<ul style="list-style-type: none"> ○ Lighting levels 	<ul style="list-style-type: none"> ○ Electrical ○ Hydraulic 	<ul style="list-style-type: none"> ○ Responsible for items to be secured e.g. earthquake ○ Evacuation routes
ERGONOMIC	RADIATION	
<ul style="list-style-type: none"> ○ Manual handling ○ Work station set-up 	<ul style="list-style-type: none"> ○ Microwave ○ Infra-red, ultraviolet 	

Those in **bold** represent the essential physical requirements of this position

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Sedentary – Sitting	O	Stooping	F	Lifting/Manual Handling	F
Pulling	O	Kneeling	F	Grasping	F
Crouching	F	Typing	O	Crawling	O
Talking	F	Reaching	F	Hearing	C
Standing	F	Repetitive Hand Motions	O	Fine Finger Motions	O
Walking	F	Pushing	O	Driving	R
Climbing		Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

Those in **bold** represent the visual requirements of this position

Close Vision	Distance Vision	Colour Vision
Ability to Focus	VDU	No Special Vision Requirements

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Adult Residential Housekeeper at today's date.

Manager's Full Name:

Manager's Signature:

Date:

Employee's Full Name:

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Manager and Human Resources.

Education and Qualifications

Qualifications and Experience

Minimum Level 2-3 Food Safety Training Course or equivalent. Preference for 1 year experience in healthcare environment, personal experience or similar Housekeeping Functions.

Technical or Professional Knowledge, Skills and Experience

Work context specific

- Comfortable working in a Mental Health Service delivery environment.

IT and Internet systems

- Knowledge of office software systems e.g. Microsoft Office (Word, Excel), E-mail, Payroll Systems.
- Confident using the Internet.

Administration

- Ability to co-ordinate role functions to ensure timely reporting.
- Demonstrates an understanding of role-based administrative systems that ensure other business systems are properly supported.
- Demonstrates ability to maintain quality quantitative information gathering and reporting systems.

General Competencies (behaviours) and attributes

Alignment to Core Values

- Personal alignment to the vision, mission and core values of SST reflect through a personal faith journey.
- Demonstrate commitment to SST core values of Faith/Growth/Respect/Relationship/Service Effectiveness through respect for and ability to work within the SST mission, principles and Christian ethos.
- Ability to promote a work culture based on Christian values and encourage where appropriate the Christian faith journey of all staff and Tangata Whaiora/Consumers.

<p>Teamwork</p>	<ul style="list-style-type: none"> • Maintains healthy relationships in teams that positively influence Tangata Whaiora/Consumers and organisational culture; especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes. • Aligns with team’s values and composition; aware of own strengths and how they affect other people in the team. • Works collaboratively. • Ability to delegate tasks whilst maintaining responsibility for the final result. • Demonstrates professional & pastoral support for staff.
<p>Work Progress</p>	<ul style="list-style-type: none"> • Good time management and ability to self-direct, manage and set priorities. • Can implement own and others ideas. • Committed to Quality Improvement.
<p>Communication</p>	<ul style="list-style-type: none"> • Develops rapport easily; addresses issues positively; competent in verbal and written communication. • Able to discuss strategic and sensitive issues. • Shares knowledge. • Communication – strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support. • Excellent and accurate numeric, written and oral communication.
<p>Adaptability</p>	<ul style="list-style-type: none"> • Is aware of changes in service delivery needs from funder and adjusts strategies to reach a result. • Has a professionally developed intuition around Tangata Whaiora/Consumers, their needs and life context. • Problem solver – assesses situations, decides on a course of action and implements this.
<p>Personality</p>	<ul style="list-style-type: none"> • Attitude – Compassionate and Caring/Honest/Optimistic/Professional/Resilient/Flexible. • Tact/Discretion/Confidentiality. • Excellent ability to problem solve. • Good health and fitness. • Sense of humour.