

Position Description

Support Services Assistant

Business area: Support Services

FTE: As per Conditions of Employment

Reports to: Housekeeping Services Supervisor



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:

Internal:	External:
• Hospital Manager • Ward Services Manager • Infection Prevention and Control Coordinator • Nursing Co-ordinators • Charge Nurses • All other St George's Hospital colleagues	• Patients • Visitors • Users of the Hospital's support services. • Suppliers

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Key Areas of Accountability:

Area of Accountability	Expected Results
Maintenance of a clean hospital environment	- 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.
Laundry and linen services are delivered	Maintains adequate stocks of linen within the clinical areas.
Food service is delivered in clinical areas	- 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.
Contributes to the effective functioning of ward activities	Assists with general ward activities e.g. transportation of beds and equipment as requested
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 Communicates effectively with patients, colleagues, other health professionals and the public.	- 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 colleague meetings as directed. - Creates opportunities to network internally and externally.
Professional Development Maintains a high level of professional development	- 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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Quality Improvement Maintains a high level of quality improvement	- 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
Organisational Culture Supports a strong and positive image of St George's Hospital within the community and with key internal and external stakeholders	- 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.
Te Tiriti o Waitangi	- Understands and has knowledge of Te Tiriti o Waitangi. - Collaborates with colleagues regarding the integration of Te Tiriti principles in practice. - Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.
Cultural Safety	Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice.
Health & Safety	- 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
Organisational effectiveness Contributes to the cost effectiveness and changing needs of the hospital business	- Looks for ways and means to actively and effectively promote cost effectiveness. - Accurately completes cost accounting documents as appropriate
Other Duties Undertakes other duties as requested from time to time	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
Qualifications		National Certificate in Cleaning and Caretaking
Experience & Knowledge		Experience in either Health Care or Hospitality Cleaning
Personal Attributes	- 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	

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