

# Cleaner



## Role specification

**Role Title**

Cleaner

**Business Unit**

Enliven

**Location**

Enliven Home

**Reports to**

Home Manager

## Purpose of the role

As a member of the cleaning team, you will assist in maintaining a clean, warm, caring, safe and secure environment for our resident in line with our mission statement. You are to provide a standard of cleanliness that meets requirements in the areas designated in the work schedule.

# Key Accountabilities

## Cleaning

- Follows Enliven policies and procedures.
- Provide quality cleaning and hygiene services for residents and staff that is maintained to a consistent standard.
- Respond to residents or managers requests for additional cleaning assistance.
- Is respectful of Enliven property.
- Understand and carry out cleaning services programme as written in the work schedule.
- Understand and follow infection control procedures in the cleaner's manual.

## Supporting Residents independence

- Is familiar with Eden philosophy.
- Helps residents maintain their individuality by allowing and helping them to do safe cleaning practices if they wish to.

## Professional Development

- Completes the National Certificate in Cleaning level 2.
- Participates in mandatory training.

## Health, safety and wellbeing

- Has read and understood the Enliven Health and Safety protocols.
- Reports all hazards and potential hazards seen during the cleaning process
- Reports all accidents, incidents and near misses for residents, visitors, staff and self.
- Reports any early signs of personal pain or discomfort to their manager.
- Support managers and the organisation in remaining compliant to health and safety legislation.

## Core Competencies

### Co-operation and Teamwork

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
- Is constructive in their feedback of team members; encourages others to do the same.
- Supports and helps other team members perform their tasks.
- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.
- Develops constructive working relationships with other team members
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team

### Quality and Innovation

- Sets high standards for self.
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth.
- Provides quality service to those who rely on one's work.
- Looks for ways to improve work processes - suggests new ideas and approaches.
- Explores and trials ideas and suggestions for improvement made by others.
- Shows commitment to continuous learning and performance development.

### Taking Responsibility

- Is reliable - does what one says one will.
- Consistently performs tasks correctly - following set procedures and protocols.
- Perseveres with tasks and achieves objectives despite obstacles.
- Adjusts work style and approach to fit in with requirements.
- Is results focused and committed to making a difference.
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.

### Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging.
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what



others are saying.

- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
- Adapts their approach to fit the situation they are in or the person they are with.
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.

### **Commitment to Eden Philosophy**

- Eden Principles and Domains of Wellbeing are included each year in the mandatory training cycle for all staff.
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages.
- Support residents to maintain loving companionship.
- Support residents to give as well as receive care.
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.



## Person Specification

### Qualifications

- Ability to receive on the job training and a National certificate in cleaning level 2 – 3

### Experience

- Demonstrate a high standard of personal hygiene and appearance
- Experience working with the elderly is preferred
- Effective communication skills
- Cleaning experience and knowledge of correct use of products and equipment preferred

## Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

## Acceptance

**I have read this job description and accept it.**

Signed: ..... Date: .....

Employee's Name: ..... Date: .....

