

SUPPORT SERVICES ASSISTANT

POSITION DESCRIPTION

The Support Services Assistant contributes to the quality of life of our residents by providing excellent standard of support services on the areas of housekeeping, kitchen and laundry.

The Support Services Assistant reports directly to the _____ and is under the supervision of the _____.

The Support Services is part of a wider team including; maintenance, Wellness Partners and healthcare professionals.

KEY ACCOUNTABILITIES:

HOUSEKEEPING SERVICES

1. Cleaning building interiors and the immediate outside areas as described in the cleaning schedule to maintain a clean, hygienic, tidy and pleasant environment.
2. This may include sweeping, vacuuming, mopping and carpet shampooing, dusting and polishing, removing dirt and rubbish, cleaning, disinfecting, clearing spills and making beds.
3. Ensure adequate bathroom, toilet and cleaning supplies are available for use.
4. Liaising with other staff to identify areas that require special daily cleaning.
5. Where appropriate, communicating with residents, visitors and other staff to ensure resident needs are identified and responded to.

KITCHEN SERVICES

6. Assisting the Cook/Kitchen Manager/Chef in preparing and cooking/baking food for the residents by assembling and preparing ingredients.
7. Serving meals in the dining room as scheduled and according to the individual needs of the residents/visitors.
8. Cleaning the kitchen area & sculleries and cooking & kitchen utensils while complying with the cleaning and infection control procedure.
9. Cooking, toasting and heating simple food items.

LAUNDRY SERVICES

10. Sorting and loading articles for laundry according to type, colour, fabric and cleaning treatment required.
11. Returning laundered items presentably to the residents by ensuring that laundered items are pressed and folded accordingly and returned to the rightful owner.
12. Collaborating with the direct supervisor and/or Village Manager in maintaining laundry supplies, machineries and equipment.

GENERAL

13. Providing services in a pleasant and courteous manner which is respectful of individual privacy, dignity and personal property.
14. Participating in training, in-service education and meetings as required.
15. Ensuring your own safety and that of other staff and residents by; understanding and complying with Health and Safety policy and procedures, wearing protective clothing and using protective equipment, reporting any pain or discomfort as soon as possible, reporting all accidents and incidents, and communicating any health and safety concerns to your manager.
16. Understanding and complying with all other relevant policies and procedures.

17. Performing any other duties that we reasonably require you to do. We may change your duties from time to time to reflect the changing requirements of your position and our business.

ADDITIONAL ROLE/S

You may be required to be specifically responsible for other related areas of accountability. Any Additional Roles are listed below and outlined in the specific Role Description/Competency for that role.

- _____
- _____

PERSON SPECIFICATION

- Experience in cleaning, working around a kitchen, commercial laundry or a combination of similar relevant experiences
- Current NZ Food Safety Certificate
- Good oral and written communication skills
- Ability to cope with medium to heavy physical demands including walking, standing, crouching, bending, lifting, reaching, pulling, pushing, carrying and repetitive movements.
- Organisational, time management and problem-solving ability
- Empathy towards the elderly, good interpersonal and customer service skills
- Good teamwork and customer service
- Honesty and integrity

