



**Gore Health Ltd
Position Description**

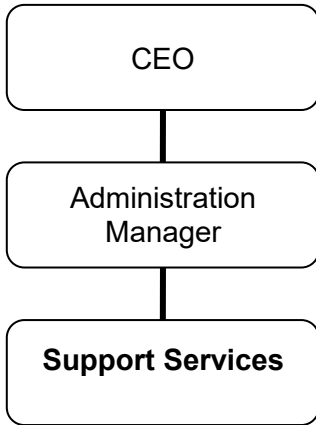
Position Title: Support Services

Location: GHL (GHL) – Gore Hospital and other locations as required.

Responsible to: Administration Manager

Employment Conditions:

Organisational Relationship



Position Holder's Name : _____

Position Holder's Signature : _____

**Administration Manager
Signature :** _____

Date : _____

Treaty of Waitangi

GHL recognises the special relationship between Maori and the Crown and has an understanding of the articles/principles of the Te Tiriti o Waitangi. As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the well being of Maori patients.

Health and Safety

GHL is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of GHL, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your CEO.

Participate in, and comply with, the requirements of the Health & Safety at Work Act 2015 and associated Health & Safety GHL procedures.

- 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, hazards eliminated, minimised or isolated.
- Comply with GHL incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

Quality and Risk

GHL is committed to continuous quality improvement and service excellence. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

General Responsibilities

1. PROFESSIONAL RESPONSIBILITIES

As an employee of Gore Health you are required to:

- Gain CPR Certification within one month of commencing employment with Gore Health
- Maintain competency on work-related knowledge, best practices and legislation
- Make a personal contribution towards effective and efficient working relationships within Gore Hospital
- Implementation of practice is customer-focused and meets professional standards
- In conjunction with the Operations Manager, identify your own training needs and plan to meet these needs
- Manage your own time and prioritise your work effectively

2. LEGISLATION, REGULATIONS AND COMPANY POLICIES

You are required to:

- Be familiar with and adhere to the provisions of:
 - all relevant acts and regulations,
 - all company, hospital and department policies,
 - relevant procedure manuals

3. RISK MANAGEMENT

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced

- Be especially aware of those risks that have high cost or safety implications
- Complete a HAIR report form for any accident, incident or near miss that has taken place at work
- Respond to complaints according to appropriate policies

4. OCCUPATIONAL HEALTH AND SAFETY

You are required to:

- Carry out your work in a healthy and safe manner
- Encourage and assist others to work in the same way
- Report and rectify any unsafe workplace conditions/practices
- Complete HAIR report form for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours
- Co-operate with, support and promote occupational health and safety actions and initiatives in the workplace
- Read and understand the health and safety manual, any relevant chemical information, and the emergency plan
- Keep your knowledge of identified hazards up to date

5. SECURITY

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties
- Notify Personnel of any changes required for your ID badge
- Report any suspicious or unusual occurrence to the Operations Manager.
- Complete a HAIR report form for any incident which has or might have compromised the safety of staff, patients and visitors

6. CONFIDENTIALITY

- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information. Maintain strict confidentiality of knowledge gained in the course of your work concerning patient, colleague and Gore Health Business at all times while working for Gore Health and upon termination of employment.

PURPOSE OF THIS POSITION

To provide support services within Gore Hospital to ensure patient comfort, safety and health through the provision of household support and a clean fresh environment.

KEY TASKS & RESPONSIBILITIES

1. Patients Meal Preparation	
Expected Outcome	Performance Measure
To ensure that all inpatients and day patients receive dietary food and fluid needs	<ul style="list-style-type: none"> • Individual patient trays are distributed to patient rooms. • Patients breakfast is prepared according to standard set down by Gore Hospital dietician • Lunchtime and Dinner Meals are prepared, heated and served appropriately • MOW are co-ordinated Monday to Friday and left on the landing by 11.15am ready for collection. • Patients receive clean covered water jugs filled with clean cold water and ice • Patients water jugs are dispensed under the supervision of Senior RN on duty • Trolleys and equipment are maintained in a clean and tidy state • Removal of soiled dishes from patient rooms is timely and unobtrusive • Crockery and cutlery are washed, dried and stored appropriately • Maintain supplies of milk, tea coffee, sugar in patient lounges, staff room and whanau room as required • Food waste is disposed of via Garbage disposal unit • Cleaning of servery area and equipment to ensure the area is maintained in a clean tidy hygienic state • Supplies are replenished/ordered stocks as necessary

2. Stock Control/ Ordering	
Expected Outcome	Performance Measure
Controlled and economical use of Gore Hospital supplies	<ul style="list-style-type: none"> • Assessment of food requirements for the week. • Use of good housekeeping skills, to avoid wasteful practice. • Replacement of bathroom products as required • Monday to Friday ordering of MOW and inpatient meals

3. Linen Service - Stocking and Supply	
Expected Outcome	Performance Measure
Monitoring and ordering of linen supply for Gore Hospital	<ul style="list-style-type: none"> • Economical stock levels are maintained • Rotation of linen is observed • Linen orders to AlSCO reflect usage in the facility • Checking of supplied linen against order form when dispensing • Linen is stored in appropriate locations using safe and hygienic handling • Adhere to Gore Hospital Linen, Infection Control, Occupational Health & Safety, Quality Policy • Communicate with Clinical Manager on special linen requirements and order accordingly • Appropriate storage of equipment • Liaison with AlSCO and/or Operations Manager regarding service issues and problems

4. Cleaning Management	
Expected Outcome	Performance Measure
Carry out such cleaning duties as are required at Gore Hospital, to a frequency and standard set out in Gore Hospital Support Services specifications	<ul style="list-style-type: none"> • Cleaning duties within Gore Hospital are undertaken as specified in Support Services Cleaning Schedule & Support Services Cleaning Duties Procedures • Responsibility for maintaining cleaning standard is accepted • Patients staff and visitors are responded to promptly, courteously, competently, and in a culturally-sensitive manner • Consumables, and supplies usage is economical and monitored • Clean Medical Officer's accommodation. • Clean Centre for Rural Health Development as required

5. Health and Safety To promote a sound and safe work environment	
Expected Outcome	Performance Measure
<ul style="list-style-type: none"> • Equipment is safely managed 	<ul style="list-style-type: none"> • Equipment is cared for per Gore Health Ltd policy • All HAIR's are reported
<ul style="list-style-type: none"> • Gore Health Ltd Policies and principles are adhered to for the protection of patients, staff and the public 	<ul style="list-style-type: none"> • Hazard identification and effective control measures are adhered to • Health & Safety training sessions are attended • Infection Control policies and procedures are adhered to
<ul style="list-style-type: none"> • Knowledge of Hospital alarm systems is exhibited 	<ul style="list-style-type: none"> • Appropriate personnel are notified following alarm activation

6. Cultural Safety and Patient's Rights	
Expected Outcome	Performance Measure
Provide culturally safe service to patients, their families, and visitors	<ul style="list-style-type: none"> • Appropriate requests for special needs are met • Health users' needs are met with sensitivity, including those of the family/whanau and significant others • Evidence that Privacy Act is adhered to • Evidence that cultural needs, dignity are respected • Patient/staff/public rights are acknowledged and reflected in support services practice

7. Continuous Quality Improvement Participate in continuous improvement program within the Health service, to enhance client care and to meet the Gore Hospital Quality Plan	
Expected Outcome	Performance Measure
<ul style="list-style-type: none"> Accepts that procedures and work practice patterns are carried out in an efficient and cost-effective manner for the service 	<ul style="list-style-type: none"> Continuing audit programs and follow-up processes, including problem identification, action plans, and feedback are adhered to.

8. Professional Development Accepts responsibility for own professional development to maintain and expand current knowledge base	
Expected Outcome	Performance Measure
<ul style="list-style-type: none"> Annual performance appraisal meeting is scheduled 	<ul style="list-style-type: none"> Completed Performance Appraisals are signed by each party
<ul style="list-style-type: none"> Ongoing goals and objectives are set annually with the Operations Manager for further development of knowledge and skills 	<ul style="list-style-type: none"> Goals and objectives are achieved within agreed time frames

Person Specification

- Work Experience**
- Previous experience in commercial cleaning and food handling duties.
- Skills/Knowledge & Personal Qualities**
- Food handling and preparation
 - Cleaning and housekeeping skills
 - Ability to work with minimal supervision
 - Accountability for own practice
 - Ability to work as part of a team

Relationships

- Internal Relationships:**
- GHL CEO
 - Administration Manager
 - Clinical Manager
 - Nursing staff
 - Patient Services Co-Ordinator
 - Medical Officers
 - Allied Health staff
 - Administration staff
 - Maintenance staff
 - Support Services staff
 - Service providers and tenants of GHL
- External Relationships:**
- Contractors
 - Food suppliers

Cleaning Product suppliers

Note: This position description has been prepared to assist in appointment. All GHJ position descriptions are subject to review from time to time and therefore may be revised after consultation with the employee to suit changing service requirements.