



POSITION DESCRIPTION

Position: [Taupo Support Services Team Leader]

Responsible to: [Support Services Manager.]

Direct Reports: [Kitchen, Cleaning and Orderly/Security Staff.]

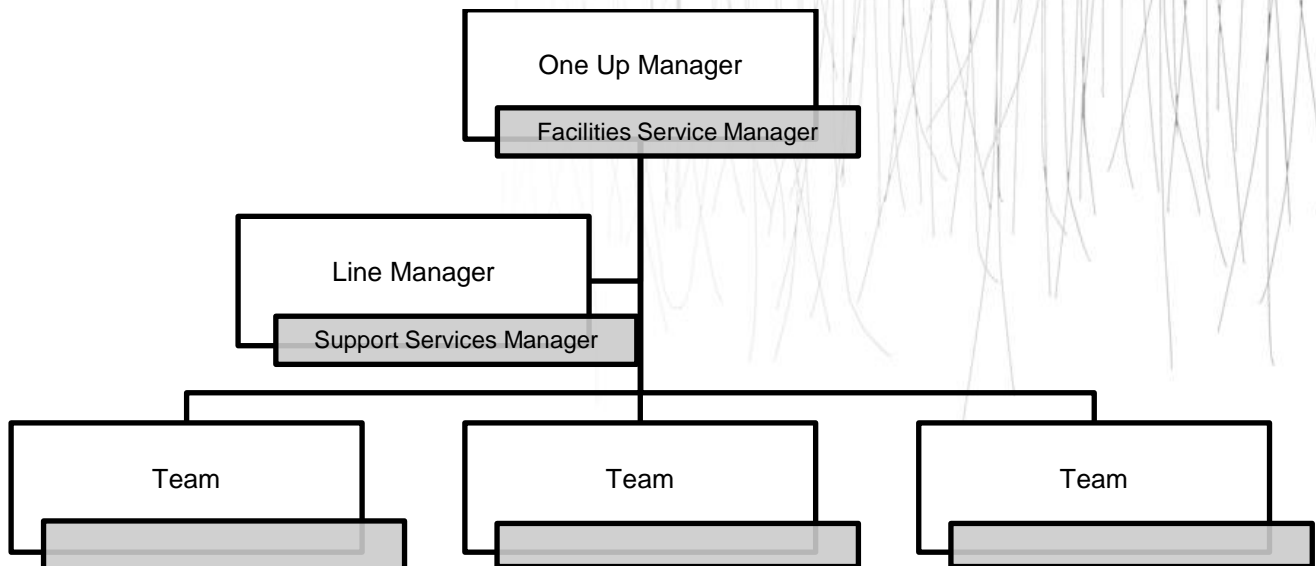
Location: Taupō

Functional relationships:

Internal: [All Staff]	External: Patients Whanau Contractors Police.
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Financial delegations: [Within DFA]

Date: [November 2024]



Primary purpose(s) of the position

To provide site supervision to a small team of support staff operating 24/7. Prime responsibility for the Taupo Hospital Kitchen, providing patient meals, meals on wheels and café services. Also line manager to in-house team of cleaners and orderlies/security

Key Objectives	Description	Expected Outcomes
Food Services	Ensure through excellent supervision the food service is consistently of a high standard and compliant with Food Safety Regulations.	<ul style="list-style-type: none"> • A high standard of food services is achieved that is appropriate to the hospital needs and meets audit requirements. Producing meals that are appetising in appearance, nutritionally appropriate to the patient's requirements and meets industry food safety requirements and the Taupo food safety plan • That the food service staff are trained in food hygiene and special diet preparation. • Appropriate ordering and control of food service stuffs is achieved with minimal waste and to delegation. • A range of Café food is maintained for staff and public consumption in an appropriate type and standard at a reasonable cost. Prices to be set at an appropriate level of return and the café revenue to meet appropriate financial recommendations. • Proactively review all aspects of the food service, especially work with management on providing fair and accurate feedback (internal or external) to customer complaints. • In consultation with management undertake, or fully co-operate with, quality improvements. • Maintain rosters and workloads to ensure consistency with minimal resort to overtime. Overtime to be authorised whenever possible in advance and in consultation with the Support Services Manager or Facilities Manager. • That the food service is flexible to changing needs, responsive to change and consistently meets or exceeds customer expectations. • Identify cost savings and implement savings in supplies when appropriate. • Ensure the price of MOW's is reviewed annually with the Support Service manager. • Signal any issues to appropriate hospital management that may impact on the quality of the food service.
Cleaning Services	Ensure through excellent supervision the performance of the cleaning service meets best healthcare outcomes e.g. the Victorian Healthcare Cleaning Standards or similar.	<ul style="list-style-type: none"> • A consistently high standard of cleaning services is maintained that meet infection control and appropriate healthcare standards. • Proactively and regularly review the cleaning performance to ensure cleaning is appropriate to changing needs. • With the Support Services Manager review cleaning audits, feed these back to the wider team and take appropriate actions to address any shortfalls in standards. • Maintain rosters and workloads to ensure consistency with minimal resort to overtime. Overtime to be authorised whenever possible in advance and in consultation with the Support Services Manager or Facilities Manager.

		<ul style="list-style-type: none"> • Signal any issues to appropriate hospital management that may impact on the quality of the service..
Attendant & Security Supervision	<p>To supervise the attendant and security functions</p>	<ul style="list-style-type: none"> • To provide high quality supervision to the attendant and security services at Taupo Hospital. • Ensure a high level of appropriate direction, instruction and up skilling to attendant and security functions at Taupo Hospital • Contribute to a culture of continuous quality improvement in the attendant and security services • Co-operate in opportunities for symmetry between Facilities Trades Associates and Attendants to further enhance quality of response for both teams. • An appropriate and consistently high level of support service is maintained 24/7. • Attendant service is recognised as being customer focused, responsive to changing needs and demonstrates a can do attitude to customer needs. • Monitor to ensure response times are appropriate especially if patient critical or security related. • Maintain rosters and workloads to ensure consistency with minimal resort to overtime. Overtime to be authorised whenever possible in advance and in consultation with the Support Services Manager or Facilities Manager. • Proactively review all aspects of the service, especially work with management on providing fair and accurate feedback (internal or external) to customer complaints.
Linen Services	<p>Ensure through liaison with internal customers the ordering and re-stocking of linen is appropriate and meets their needs</p>	<ul style="list-style-type: none"> • A high standard of linen services that is appropriate to customer needs. • The linen service is flexible, responsive to changing needs, and meets customer requirements e.g. minimal stock shortages. • Signal any issues to appropriate hospital management that may impact on the quality of the linen service..
Medical Gases	<p>Oversee the replenishment process for medical gas is managed to ensure sufficient, safe and appropriate levels of gases on site at all times.</p>	<ul style="list-style-type: none"> • A high standard of medical gas replenishment that is appropriate to the hospital requirements. • The service is flexible, responsive to changing needs, and meets customer requirements e.g. minimal stock shortages • Signal any issues to appropriate hospital management that may impact on the quality of the gas service.



Te Ringa
Tōmau

Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa
Taurima



Capabilities	Capability definition	Achievement Indicators (Examples – add/ amend or delete as specific to role using matrix to assist)
Communication and Personal Interaction Te Ringa Hora <i>the open hand (denoting someone who is sociable)</i>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within the DHB.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> Transfers information effectively verbally and writes clearly, coherently and succinctly. Shares well thought out, concise and timely information with others using appropriate mediums. Organisational updates are provided to staff by way of relaying in general terms but more importantly what affect it has on the unit and how staff can help where necessary to achieve any requirements. Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the team's success. Maintains and promotes high standards of social, ethical and organisational norms. Articulates differing perspectives on an issue and can see the merit of alternative points of view. Works with other managers and teams to streamline processes for the best efficiency for both teams. Provides staff who have concerns about another team process, a different point of view to consider. Connects with others, listens, reads people and situations and communicates tactfully. Gets to know their team members and treats them with respect, valuing their individuality and contributions.
Strategy & Performance Te Ringa Raupā <i>the roughened hand (symbolising a hard worker)</i>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> Understands individuals strengths and weaknesses to utilise or increase skills for those individuals. Assigns and sub-delegates staff to teams to allow for development and succession planning. Ensures decision making complies with organisational strategies. Recognises decisions made within the unit affect overall results of the service and the DHB. Works with Service Manager to maximise unit efficiency.
Development and Change Te Ringa Ahuahu <i>the hand that shapes or fashions something (refers to someone who is innovative)</i>	<p>Works to include staff in change minimising barriers to implementation.</p> <p>Articulates decisions and reasoning behind</p>	<ul style="list-style-type: none"> Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution. Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Openly broaches concern with staff from the outset asking for their ideas and input. Gives examples of what might help to resolve the issue/concern. Seeks opportunities to improve performance and seeks feedback to measure and improve. Encourages staff participation in possible solution process. Allows staff input to possible solutions to concern. Gives careful consideration to staff ideas and offers alterations to suggestions where necessary. Develops an informative response to the team including trends, data, process and benefits of the decided process/change.

	change enable buy-in to results.	<ul style="list-style-type: none"> Allows feedback to decision to enable 'tinkering' to be made where appropriate.
Personal Accountability Te Ringa Tōmau <i>the hand that is trustworthy</i>	<p>Manages own and encourages others to foster work/life balance.</p> <p>Actively manages own career aspirations and development.</p>	<ul style="list-style-type: none"> Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual. Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year. Is constantly striving to acquire and maintain knowledge, skills and/or experience. Has own career development plan and succession planning. Seeks out development opportunities to expand knowledge and capability. Engages in projects and activities readily which are above and beyond scope of current role.
Culture and Values Te Ringa Taurima <i>the hand that nurtures, encourages, supports</i>	<p>Makes decisions based on facts and without personal bias.</p> <p>Engages with mentors and supervisors for personal skill development.</p> <p>Plans, prioritises and organises work to deliver on short and long term goals.</p> <p>Encourages and promotes DHB values and expectations.</p>	<ul style="list-style-type: none"> Is proactive and effective when problem solving is required. Engages with staff member/managers/multi-disciplinary team when concerns are raised to best understand their point of view. Appropriately investigates the concern looking at trends, situation and practices. Critically examines repeatable risk factors. Is constantly striving to acquire and maintain knowledge, skills and/or experience. Demonstrates a commitment to and takes responsibility for going professional development. Purposeful about where time is invested. Delivers relevant results within expected timeframes. Role models expected behaviours and practices. Treats staff, patients and visitors with dignity and respect. Uses appropriate empathy to gain organisational objectives. Is solution focused.
Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services. Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes. A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.
Te Iti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> Works within the Te Iti Kahurangi framework and supporting guide document.
Record Keeping		<ul style="list-style-type: none"> Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.

Quality & Risk	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> • Employees are supported to lead by example and implement a culture of continuous quality improvement. • Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed. • Māori patients are provided patient-centred care to achieve positive Māori health outcomes. • Needs of Māori are reviewed and reported in the further development of practice, process and or policy. • Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. • Quality care is provided to certification standards.
Health & Safety	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> • Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements. • Healthy lifestyles are actively promoted and participated in, within the work area. • Employees participate in Health and Safety within areas of work. • Health and Safety activities are appropriately documented within specified timeframes. • Health and Safety policies have been read and understood and are applied in the workplace. • Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately. • Any opportunities for improving Health and Safety are reported and acted upon in a timely manner. • All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

Signatures:

Line Manager:
(position description approved): _____

Employee:
(acceptance of position description): _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification	Essential:	Desirable:
Education and Qualifications:	<ul style="list-style-type: none"> ▪ Level 3 Food Safety & Hygiene Qualification. 	<ul style="list-style-type: none"> ▪ NZQA Level 4.
Experience:	<ul style="list-style-type: none"> ▪ Food production of at least 5 years working with a Food Safety Plan ▪ Strong leadership background. 	<ul style="list-style-type: none"> ▪ Experience in Rest home or healthcare kitchen or similar ▪ Commercial catering experience ▪ Commercial cleaning experience.
Knowledge:	<ul style="list-style-type: none"> ▪ Food Control Plan management 	<ul style="list-style-type: none"> ▪ Commercial cleaning ▪ Security Services.
Skills:	<ul style="list-style-type: none"> ▪ Pronunciation of Te Reo Māori words and names ▪ Ability to handle varied workload ▪ Ability to work without close supervision and prioritise 	<ul style="list-style-type: none"> ▪ Te Reo Māori ▪ A high standard of interpersonal and written skills including correspondence and report writing
Personal Attributes:	<ul style="list-style-type: none"> ▪ Above average service ethic ▪ Demonstrates a passion for high quality service 	<ul style="list-style-type: none"> ▪ Non-smoker preferred. ▪ Flexible.

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- Fit and willing to undertake physically demanding work as needed.
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ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of wellbeing, and ora - describing the state of wellness.

STRATEGIC MISSION



- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

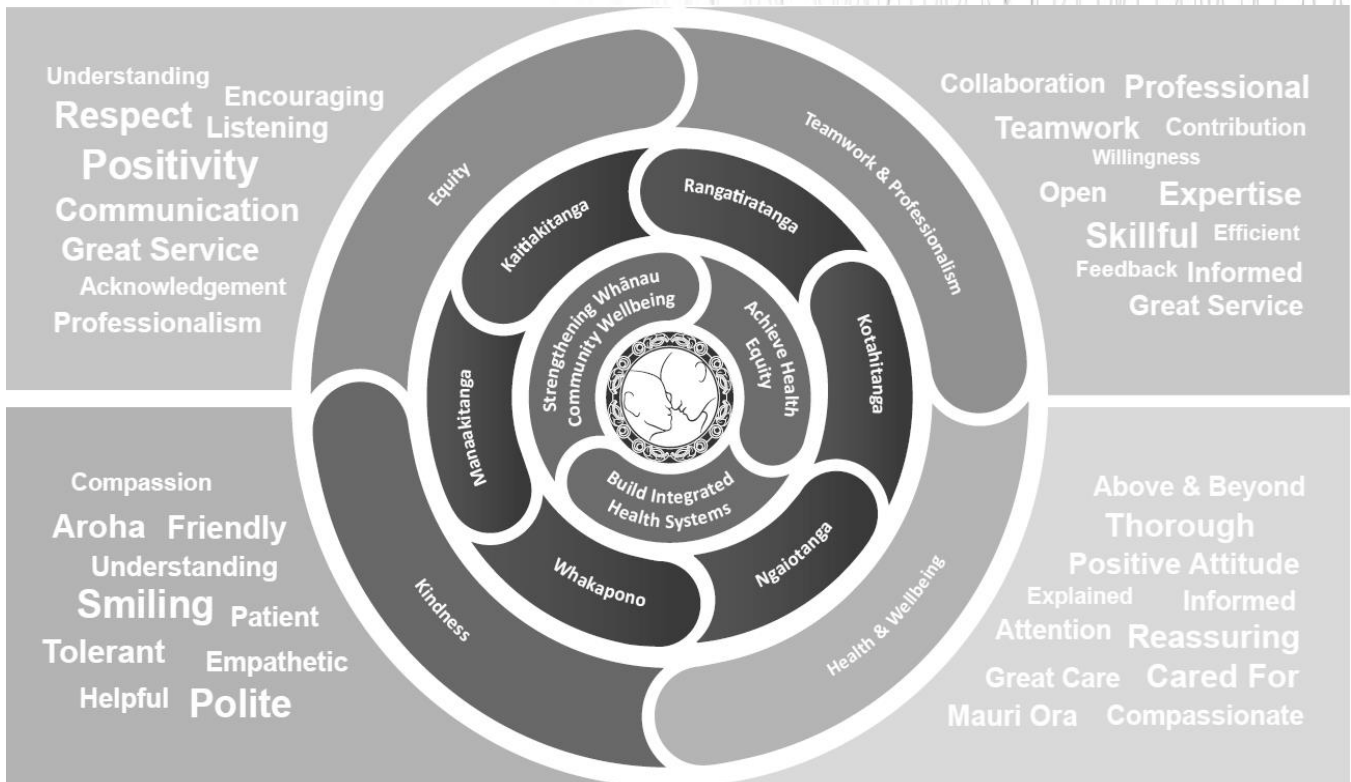
THREE CORE VALUES

Manaakitanga respect and acknowledgment of each other's intrinsic value and contribution

Integrity truthfully and consistently acting collectively for the common good

Accountability collective and individual ownership for clinical and financial outcomes and sustainability

TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



TE TIRITI O WAITANGI

Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

ORGANISATION STRUCTURE

Te Whatu Ora

Health New Zealand

Lakes

