



pathways
ahakoā te aha

Position Description

Housekeeper

About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of ‘transforming mental health and addictions through fostering strong, compassionate, self-supporting communities’, we’re continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we’re here to do everything we can to support them in their recovery. Our spirit of ‘whatever it takes’ is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We’re all about hope and respect and providing personalised support that changes as people’s needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

Position

Reports to: Team Coach

Location:

Purpose:

Contribute to the effective and efficient operation of the complex by performing designated aspects of housekeeping to provide a clean and safe environment for all guests, staff and visitors. Ensure all duties undertaken are professional and of the highest standard.

**Relationships
(Internal):**

Pathways employees, Wise Group employees

**Relationships
(External):**

People using services and their families/whanau and support people



Inspirational Dream

Transforming mental health and addictions through fostering strong, compassionate, self-supporting communities

Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength

Greatest Imaginable Challenge

Live, breathe and share trauma informed care

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Attributes

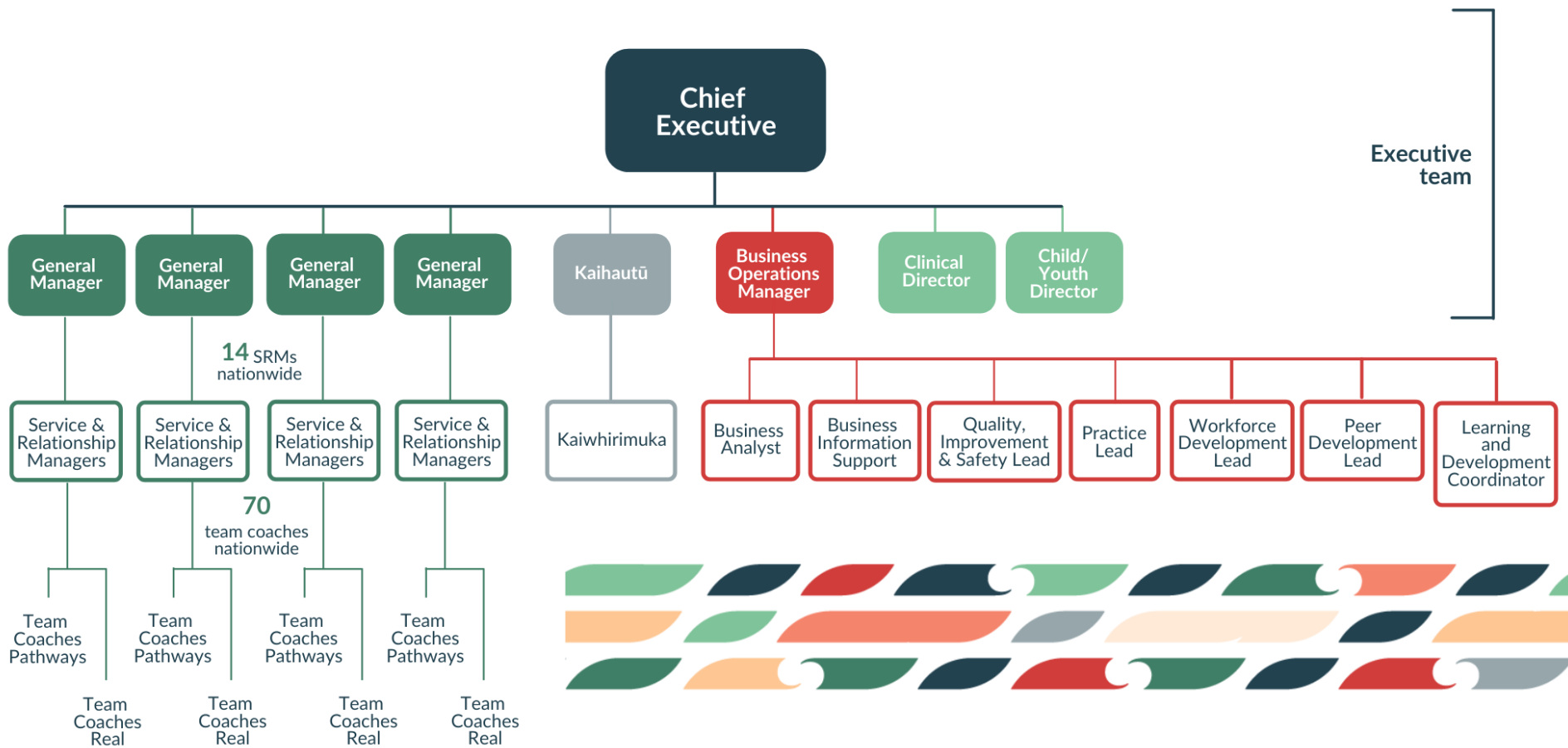
Courageous
Trustworthy
Compassionate
Curious
Optimistic
Creative
Connectors
Joyful
Tenacious

Spirit

Ahakoa te aha
- Whatever it takes

Focus

What do you need today?



Requirements of the position

Focus	Activities	Outcomes
<p>Respond to every person we touch with every resource we have</p>	<p>The service we provide</p> <ul style="list-style-type: none"> • Perform all assigned cleaning tasks to a high standard within required time frames, including but not limited to cleaning toilets, showers and bathrooms, vacuum and mop floors, gardening and laundry • Willingly and effectively work autonomously, to ensure cleaning schedules are maintained • Demonstrate competent use and maintenance of cleaning equipment, materials and chemical supplies • Ensure safe storage and use of cleaning products and equipment • Maintain a continual supply of cleaning products and equipment to ensure tasks are carried out effectively • Demonstrate understanding of the need for security, privacy and confidentiality in relation to rooms, buildings, personal property and equipment • Streamline processes to ensure effective time management, prioritising, planning and monitoring own work progress • Carry out duties without impacting on service delivered at the complex • Complete laundry duties as required to ensure highly presentable bedroom, bathroom and kitchen facilities of the highest standard • Engage in shopping duties including authorised purchases, collection and correct storage (rotation) of food supplies to provide all consumables on a daily and weekly basis within the service • Undertake cooking duties as required including meal preparation for additional meals, catering to the specific 	<ul style="list-style-type: none"> • Cleaning is of a high standard and is complete whilst observing and respecting the service standards of the complex • The work site is clean and safe for all staff, guests and visitors to the complex • Clean working standards are adhered to at all times • You are familiar with relevant procedures and policies

	<ul style="list-style-type: none"> needs of the people we support within the service • Cleaning of the service's vehicle where appropriate 	
Be your very best	<ul style="list-style-type: none"> • Plan regular uninterrupted times to meet with the Service & Relationship Manager to review your 90 day plan and seek feedback on performance • Actively develop personal leadership skills • Develop a learning and personal development plan with your manager and implement this plan as agreed • Share knowledge gained from professional development experiences • Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and be mindful of the cultural diversity of the community. • Role model a healthy lifestyle. 	<ul style="list-style-type: none"> • You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement. • Your skills are current and your innate curiosity means that you are always seeking new learning opportunities • You demonstrate behaviour that is consistent with equitable practices. • Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning
Think and Act as One	<ul style="list-style-type: none"> • Participate in creating a culture of think and act as one • Actively participate in and contribute to national leadership forums and regional meetings • Represent Pathways and the Wise Group in a professional manner at all times • Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards • challenges 	<ul style="list-style-type: none"> • Participate in creating a culture of think and act as one • Actively participate in and contribute to national leadership forums and regional meetings • Represent Pathways and the Wise Group in a professional manner at all times • Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges
Be committed to safety and wellness in the workplace	<ul style="list-style-type: none"> • Take responsibility for personal wellbeing and health management within the workplace • Comply with legal obligations and safety and wellbeing policies and procedures 	<ul style="list-style-type: none"> • Work practices are safe for self and others • Policies and procedures are understood and followed as designed • All safety and wellbeing reportable events are accurately

	<ul style="list-style-type: none">• Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure• Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).	reported within specified timeframes
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Accountabilities

Authority	<ul style="list-style-type: none"> • Nil
Direct Reports	<ul style="list-style-type: none"> • DiNil

Know how

	Essential	Preferred
Practical and Technical Knowledge	<ul style="list-style-type: none"> • Drivers licence • Holds a New Zealand Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent or be willing to commence study towards this within six months of starting employment with Pathways and completed within two years of commencement. 	<ul style="list-style-type: none"> • Treaty of Waitangi Principles
Experience	<ul style="list-style-type: none"> • Experience in housekeeping or cleaning • Attention to detail • Excellent time management and organisation skills 	