



Position Description: Kaiawhina Care Support

PSSC Mission
Supporting people through quality care

- POSITION PURPOSE AND PRIMARY OBJECTIVES**
1. To provide customer service and support for residents, staff, families, visitors and customers ensuring a welcoming and professional environment.
 2. To provide effective, efficient and timely administration and operational support to ensure the smooth functioning and delivery of exceptional residential services at Presbyterian Support South Canterbury.

Report to:	Nurse/Healthcare Manager
Location:	
Staff Reporting to the Position:	Housekeeping, laundry and caregiver/wellness partner staff
Functional Relationships:	<ul style="list-style-type: none"> • Residents • Families and visitors • Nursing Staff • Allied Health staff • Food Services Manager • Property Manager and Staff • Tradespeople • Corporate Office Staff
Budget Responsibilities:	Nil
Approved by:	Carolyn Cooper, Chief Executive Officer
Date written:	July 2025
Agreed to by:	Name: Signature:

KEY TASKS

1. GENERAL

- Role model best practice.
- Walk around the home daily checking residents/staff/environment.
- Ensure the Nurse/Healthcare Manager is informed of all key matters.
- Attends meetings as requested by the Nurse/Healthcare Manager.
- Ensure housekeeping and laundry services are well managed during the job holder's absence.
- Establish and maintain professional communication and relationships with colleagues, families, volunteers and others.
- Ensure cottage and/or apartment residents are satisfied with services and that any concerns are responded to. (Croft, Margaret Wilson and Wallingford only)
- Ensure vacated rooms are checked for maintenance and are prepared for new admissions.
- Manage and supervise the ordering of:
 - * Linen
 - * Paper supplies (toilet rolls/hand towels)
 - * Medication supplies (under direction of Clinical Coordinator)
 - * Medical supplies (under direction of Clinical Coordinator)
 - * Gloves/aprons/overshoes/other PPE supplies
 - * Uniforms
 - * Contenance
- * Chemicals
- * Stationery

2. ADMINISTRATION

Personnel Administration

- Maintain staff personnel records for all employees working in the homes.
- Under the supervision of the Nurse/Healthcare Manager, co-ordinate the administration of performance appraisals for housekeeping, laundry and caregiving staff (as directed)
- Update and oversee rostering in all areas.
- Maintain and oversee rostering in all areas covering leave. Ensure templates are current.
- Authorise timesheets daily for Housekeeping, Laundry and Caregiving staff.

Office Administration and Reception

- Provide efficient and professional reception services, including filing support.
- Scan documents as requested.
- Liaise with other key staff:
 - * Maintenance
 - * Contractors
 - * Company Reps
 - * Selected suppliers
- Liaise with Allied health services:
 - * Podiatrist
 - * Hairdresser
 - * Ear Health
 - * OT/PT

3. STAFF SUPERVISION AND LEADERSHIP

- Lead and supervise housekeeping, laundry and care staff.
- Provide all Housekeepers/Laundry/Caregivers/Wellness Partners with a thorough induction into the home working through the first stage of the orientation programme. This includes
 - ensuring all requirements are completed within 3 months
 - organisation competencies, fire safety/health and safety follow up is completed at 3 months.
- Ensure all employees understand and work within organisational policies.

- Promote a positive culture and team environment for all staff reflective of the Eden Philosophy and Code of Conduct.
- Inform Nurse/Healthcare Manager of any performance issues.
- Assist and support staff with resident care as needed.

4. RESIDENT CARE RESPONSIBILITIES

Resident care responsibilities

- Complete resident measurements and/or observations under the direction of the Registered Nurse.
- Administer medications when required.
- Complete new admission requirements including ordering room labels, personal laundry requirements, room check.
- Oversee continence programme (per Continence Coordinator) ensuring supplies are maintained within budget.
- Attend resident meetings.
- Liaise with Registered Nurse on any areas of concern.
- Distribute residents' mail.

5. QUALITY ASSURANCE

- Ensure all services, including cleaning and laundry, comply and are of a high standard.
- Ensure all care, housekeeping and laundry staff maintain best practice.
- Ensure all manuals have been updated and are available to staff. New policies/procedures are filed and outdated ones removed.
- Assist with staff training and setting up of room as requested.
- Assist with Certification and Surveillance audits and corrective actions.
- To support and assist with actions related to the Eden Growth Plan.

5. HEALTH & SAFETY

- Ensure personal work environment is safe and use safety equipment provided.
- Understand and lead health and safety responsibilities for self and others (under the Health & Safety in Employment Act 2015).
- Report hazards or events to management in a timely manner.
- Member of Health & Safety Committee. Complete training in Health and Safety Level 1.
- Member of Infection Control Committee.
- Complete Fire Safety training annually.
- Complete chemical training.
- Complete Basic Life Support training 2 yearly.

6. PROFESSIONAL DEVELOPMENT
<ul style="list-style-type: none">• Initiate a performance appraisal review annually with the Nurse/Healthcare Manager.• Identify any areas where additional training is needed
7. GENERAL
<ul style="list-style-type: none">• Undertake any other tasks of a general or specific nature, as required from time to time.

**Presbyterian Support South Canterbury is strongly committed to providing services
in the spirit of Te Tiriti o Waitangi**

PERSON SPECIFICATION

Work Qualifications / Skills

- Certificate in Health & Wellbeing Levels 3 and 4
- Experience working in Aged Care administrative roles.
- Driver's licence is essential.
- Health and Safety Stage 1.

Experience/ Knowledge/competencies

- **Organizational Skills:** You will have excellent organizational skills, managing tasks, files, and schedules efficiently and methodically.
- **Communication Skills:** Highly effective communication is vital for interacting with a diverse group of residents, families, visitors, colleagues and managers, both verbally and in writing. Warm, friendly, polite, with an ability to stay calm and composed when dealing with people who may be distressed or frustrated. You will have an awareness of risk assessment and ability to read a situation in order to act appropriately and know when to escalate.
- **Time Management:** You will confidently multi-task to manage multiple challenges and deadlines and will require strong time management skills to prioritize and meet commitments, managing competing deadlines.
- **Computer/ Equipment Proficiency:** Proficiency in common office software (e.g., Microsoft Office suite, Word, letters/written work and tables. Competent typing and data entry skills
- **Attention to Detail:** Accuracy and a keen eye for detail are important for tasks like data entry, document preparation, and ensuring the smooth functioning of the Homes.
- **Adaptability:** The ability to adjust to changing priorities and handle unexpected situations is crucial for working in our dynamic environment.
- **Problem-Solving:** You will need to identify and address issues, requiring problem-solving skills and a proactive approach.
- **Confidentiality:** Handling sensitive information requires discretion and a strong commitment to maintaining confidentiality and privacy.
- **Other important knowledge/skills:** knowledge of accounts/supplies, office procedures and admin support. An understanding of the Aged Care sector is desirable.

Personal Qualities

- Professional maturity to handle sensitive/confidential information and to act with compassion and integrity.
- Possess highly developed interpersonal skills including relationship skills.
- Can work independently and as part of a wider team.
- Self-motivated, uses initiative

Physical Requirements

- This role is an active role involving standing, walking, bending, sitting, climbing steps/step ladder, simple grasping, fine manipulation, operating equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.