Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Hospital Cleaner
Reports to	Team Leader HSE, Orderlies & Drivers Supervisor HSE
Location	Wairau
Department	Service Supply
Date	09 July 2026
Salary band (indicative)[i]	Hospital Services AWUNZ SECA Grade 1 to Grade 4
Children's Worker role[ii]	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Provide an efficient and effective household service for the patients and staff. This includes:

- Cleaning to the hospital's standards and ensuring all rubbish is removed.
- Offering morning and afternoon tea (drinks and snacks).
- Collecting meal trays from patients after each meal.
- Assisting other staff as requested e.g. Health Care Assistants, Nurses.
- Mopping the floors using specific equipment which training is provided to use.

Full training is provided on how to maintain the required standards and expectations of cleanliness throughout the hospital.

Key Result Area	Expected Outcomes / Performance Indicators
Areas required to work for Household Services	• All on site buildings, office buildings, departments and wards on the main hospital base. • Discharge beds are remade with clean linen as necessary.

Cleaning	Clean, wash and remake discharge beds as per Health NZ Nelson Marlborough procedures in specified areas. • Clean floors, furniture, bathrooms, toilets, offices, treatment areas, ward kitchens, corridors and stairs to the approved standard and in accordance to Infection, Prevention and Control Standards. • Dusting and other wall/furniture/equipment washing duties is carried out in a hygienic manner which involves using a damp cloth. • Ensure areas are free of rubbish and supplies of rubbish bags and other items are maintained. • Replenish supplies of toilet rolls, paper towels, soap, stores and other supplies. • Conduct other departmental duties as per instructed. • Maintain a hygienically clean and tidy environment within the allocated time and ensure Infection Control guidelines and departmental standards at meet.
Fluid/Food Service	• Serve fluids/meals to patients. • Appropriate meals and fluids will be served in allocated timeframe and in accordance with Hygiene Standards.
Internal & External Networks / Teamwork	• Develop effective and supportive interpersonal relationships with peers . • Interpersonal relationships will be conducted in such a way that it does not adversely affect patients, staff, the unit or the organisation.
Quality Improvement	• A quality, customer-focused service is provided at all times, which follows best practice. • Participation in quality improvement processes in your area of work.
Professional Development	• Participates in annual performance review process including review of performance goals and identification of areas for professional development. • There is opportunity to upskill via CareerForce.
General	• Safety for staff and patients to be a priority. • Other duties as negotiated with your Manager.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.

Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Health & Safety or Injury at Workplace
- Infection Prevention

Relationships

External	Internal
• Members of Public	• Staffs • Patient

About you – to succeed in this role

You will have

Essential:

- No specific qualifications are required.

Knowledge

- Knowledge of commercial type cleaning in the health sector would be an advantage.
- Knowledge of good basic housekeeping skills.
- Basic knowledge of Microsoft Office applications e.g. Outlook (email).
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.

Skills and Abilities

- A proven ability to work without supervision is essential.
- Attention to detail to maintain hygiene standards

Personal Attributes

- Ability to communicate clearly.
- Preparedness to work within a team or alone depending on the area assigned to.
- An ability to get on well with others.
- Commitment to personal and professional standards.
- Able to work in a quiet, efficient manner.
- Ability to follow directions.
- Displays versatility and copes with unexpected delays or happenings.

Desired:

- Nil

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Nil]

[i] Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

[ii] The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.