

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	Cleaner
Reports to	Assistant Manager
Location	Burwood Campus
Department	Environmental Services
Date	04-08-2026
Salary Band	Group A Step 1
Children's Work Role	No

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 high-quality, safe, and effective cleaning services that maintain a clean, hygienic and welcoming healthcare environment for patients, visitors and staff. The Cleaner plays an important role in infection prevention and control by following approved cleaning procedures, using approved cleaning products and equipment correctly, and ensuring clinical and non-clinical areas are cleaned to the required standards.

Key Result Area	Expected Outcomes / Performance Indicators
Cleaning and Environmental Hygiene	- Clean assigned clinical and non-clinical areas in accordance with Health New Zealand Cleaning Standards and work schedules. - Ensure all areas are maintained to a consistently high standard of cleanliness and presentation. - Complete routine cleaning as required.

Infection Prevention and Control	• Apply infection prevention and control practices in all cleaning activities. • Use approved cleaning products and equipment in accordance with procedures. • Safely manage waste, and body fluid spills in line with organisational requirements. • Help minimise the risk of healthcare-associated infections through effective cleaning practices.
Equipment, supplies and Chemicals	• Safely operate, clean, and maintain cleaning equipment in accordance with operating procedures. • Monitor and replenish cleaning supplies and report stock shortages as required. • Store chemicals and equipment safely and securely.
Workplace Health and Safety	• Comply with Health New Zealand policies, Health and Safety at Work legislation, and safe work practices. • Correctly use personal protective equipment (PPE) appropriate to the task. • Report hazards, incidents, damaged equipment, and maintenance issues promptly. • Maintain a safe, tidy, and hazard-free work environment.

Key Result Area	Expected Outcomes / Performance Indicators
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.

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. - Specialised areas – ensure co-working principles in team working
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 Supervisor / Team Leader

Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Promptly report any health, safety, infection control, equipment, supply, maintenance, patient or staff concerns, incidents, complaints, or issues outside the scope of the role or organisational requirements.

Relationships

External	Internal
- Patients and their Whanau - Members of the public and other visitors to hospital facilities	- Environmental Services Staff - Commercial Services staff and Management - Ward and department staff - Health and Safety Team - IP&C Team

About you – to succeed in this role

You will have

Essential:

- Ability to communicate effectively with colleagues, patients, and visitors, and to understand and follow written instructions, procedures, and safety information.
- Cleaning, housekeeping, hospitality or similar experience is preferred.
- Ability to follow cleaning procedures, safety requirements and infection prevention practices.
- Commitment to maintaining a clean, safe and hygienic healthcare environment.
- Good communication, teamwork, professionalism, and confidentiality.

Desired:

- Healthcare, aged care or other regulated environment experience.
- Knowledge of healthcare cleaning, infection prevention and chemical safety.
- Experience using commercial cleaning equipment and PPE. Reliable, positive attitude with a commitment to learning and quality customer service.

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.
- Complete cleaning tasks to a high standard while following Health New Zealand Cleaning Standards, policies, and procedures.
- Follow infection prevention and control requirements to maintain a safe healthcare environment.

- Use cleaning equipment, chemicals, and personal protective equipment (PPE) safely and correctly.
- Prioritise tasks and manage time effectively to meet daily cleaning requirements.
- Follow instructions accurately and seek guidance when required.
- Identify and report hazards, safety concerns, equipment faults, and incidents promptly.

Desired:

- Demonstrate confidence in using a range of cleaning equipment and healthcare cleaning processes.