Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
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Title	Cleaner			
Reports to	Supervisor/Team Leader - Environmental Services			
Location	Hillmorton			
Department	Environmental Services			
Direct Reports	NA		**Total FTE**	0
Budget Size	**Opex**	0	**Capex**	0
Delegated Authority	**HR**	0	**Finance**	0
Date	11/11/2026			
Salary band (indicative)*	Group A – Step 1 - 5			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Provide high-quality cleaning services that maintain a safe, clean and hygienic healthcare environment for patients, visitors and staff. The Cleaner contributes to the prevention and control of infection by delivering cleaning services in accordance with Health New Zealand standards, policies and procedures. The role supports the delivery of quality patient care by ensuring all assigned areas are maintained to the required standards while promoting a culture of safety, professionalism, teamwork and excellent customer service.

Key Result Area	Expected Outcomes / Performance Indicators
	• Deliver high-quality cleaning services that provide a safe, clean and welcoming environment for patients, visitors and staff.
	• Maintain a hygienic healthcare environment through effective infection prevention and cleaning practices that support positive patient outcomes
	• Provide cleaning services in accordance with Health New Zealand policies, Cleaning Standards, infection prevention requirements and workplace health and safety legislation.
	• Contribute to an exceptional patient and customer experience by working collaboratively with clinical and non-clinical teams.

	• Support continuous improvement by maintaining high standards of cleanliness, identifying risks, and contributing to a culture of safety, quality and service excellence.
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	• Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
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 the Supervisor or Team Leader

- Equipment faults, damage or malfunctions that affect service delivery.
- Workplace hazards, health and safety concerns, incidents, injuries or near misses.
- Infection prevention and control concerns, including suspected breaches of cleaning or isolation protocols.
- Patient, visitor or staff complaints that cannot be resolved immediately.
- Security concerns, suspicious activity or emergency situations.
- Chemical spills, incorrect chemical use or shortages of cleaning supplies.
- Maintenance issues identified during cleaning duties.
- Absences, lateness or circumstances that may affect the completion of allocated duties.
- Requests or situations outside the scope of the cleaner role.

Relationships

External	Internal
• Patients and their whānau • Visitors • Contractors and service providers • Members of the public	• Environmental Services Team • Supervisor/Team Leader – Environmental Services • Environmental Services Managers • Clinical staff (Nursing, Allied Health and Medical staff) • Ward and Department Managers • Infection Prevention and Control Team • Facilities and Maintenance staff • Other Health NZ support service teams

About you – to succeed in this role

You will have

Essential:

- Previous experience in a commercial, healthcare, aged care or industrial cleaning environment.
- Experience working within established cleaning procedures and quality standards.
- Experience using cleaning equipment and machinery safely.
- Knowledge of infection prevention and control principles.
- Understanding of safe chemical handling and Hazardous Substances requirements.
- Knowledge of workplace health and safety practices.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.

- Experience working in a hospital or other healthcare environment.
- New Zealand Certificate in Cleaning.
- Experience with specialised hospital cleaning procedures, including isolation cleaning.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Positive, reliable, and flexible approach to work
- Willingness to learn and follow instructions
- Understanding of the importance of patient safety and hygiene

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement, you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*