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	Cleaner
Reports to	Team Leader
Location	Christchurch Health Campus
Department	Environmental Services
Date	22-07-2026
Salary band[i]	Group A Step 1
Children's Worker role[ii]	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:

Work collaboratively as part of a team delivering hospital-grade cleaning services across our facilities, maintaining high infection prevention and control standards to support positive health outcomes while creating a clean, safe, and welcoming environment for patients, staff, and visitors.

Key Result Area	Expected Outcomes / Performance Indicators
Cleaning and Environmental Hygiene	• Maintains cleaning in assigned clinical and non-clinical areas in accordance with Health New Zealand Cleaning Standards and assigned work schedules. • Ensures all areas of our buildings are maintained to a consistently high standard of cleanliness, hygiene, and presentation. • Ensures cleaning schedules and assigned tasks are completed accurately, efficiently and within required timeframes. • Collects, handles, and disposes of waste safely following organisational policy and procedures.

Infection Prevention and Control	• Applies infection prevention and control practices in all cleaning activities. • Consistently follows personal protective equipment (PPE) requirements as appropriate to the situation. • Uses approved cleaning products and equipment in line with organisational procedures. • Safely follows organisational procedures for cleaning blood and body fluid spills. • Minimises the risk of healthcare-associated infections through effective cleaning practices.
Equipment	• Safely operates, cleans, and maintains cleaning equipment in accordance with operating procedures. • Monitors and replenishes cleaning supplies and reports stock shortages as required. • Stores chemicals and equipment safely and securely. • Reports hazards, incidents, damaged equipment, and maintenance issues promptly.
Continuous Improvement	• Contributes to the continuous improvement of Environmental Services by identifying efficiency and quality opportunities and supporting implementation of agreed changes.
Other	•
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.
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.

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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Any situation that may compromise patient safety, staff safety, or the quality of cleaning services.

Relationships

External	Internal
• Patients and their whānau • Member of the public and other visitors to hospital facilities	• Commercial Services staff and management • Ward and department staff • Health & Safety • Infection Prevention & Control

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.
- Ability to work effectively as part of a team and contribute positively to the workplace.
- Ability to communicate respectfully and professionally with patients, visitors, and staff.
- Ability to maintain confidentiality and demonstrate professionalism.
- Ability to safely carry out the inherent requirements of the position, which include standing, walking, bending, and moving cleaning equipment and materials, with reasonable accommodations where appropriate.

Desired:

- Previous cleaning experience in a healthcare, aged care, hospitality, or other highly regulated environment.
- Knowledge of safe chemical handling and appropriate use of personal protective equipment (PPE).

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.

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[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.