

Support Staff: Housekeeping & Food Services

Soft Skills

Attention to detail
 Good communication skills
 Availability 7 days per week/365
 Reliable
 Honest/ Trustworthy
 Good time management
 Able to follow instructions
 Able to receive feedback
 Responsible
 Willingness to learn
 Compassion/ interest in older people
 Comfortable with vaccinations

Teamwork & work independently
 Non-judgmental
 Enthusiastic/ outgoing
 Empathetic

Show initiative
 Relationship building skills
 Able to work unsupervised
 Strong communication skills
 Problem solving skills/ able to adapt
 Strong pride in work

Able to adapt in high pressure situations
 Sound decision making skills



- ★ Pre-employment
- ★ Mid level
- ★ Entry level
- ★ Senior level

HCA = Health Care Assistant
 ARC = Aged Residential Care
 RN = Registered Nurse

Technical Skills

Able to pass drug test and MOJ check
 Organisational skills
 Computer skills
 Fit & Healthy
 Literacy & Numeracy skills to study at L3
 Infection Prevention & Control Qualification (IPC)
 Understanding & belief in Te Tiriti

Planning skills
 Record keeping skills
 Health & Safety conscious
 Understand and adhere to confidentiality
 Coordinated
 Food Control Plan Knowledge
 Sector regulations: privacy act; code of rights; food safety; Covid IPC

Ability to lead team / roster
 Give & receive feedback safely
 Strong planning skills
 Obtain Food Safe unit 167 (cooking)
 Prioritisation skills
 HR skills & knowledge
 Leadership skills/ mentor/ coach/ supervise
 Strong Health & Safety skills/ knowledge
 Budgeting
 Compliance

Team Manager Skills
 Solution focused
 Strategic Planning

Roles

Supported Work Experience
 in ARC

Kitchen :

- Tea Aide
- Kitchen Aide
- Breakfast Aide

Housekeeping :

- Cleaner
- Laundry hand

Kitchen :

- Cook or second cook
- Chef-in-training

Housekeeping :

- Head Cleaner / Housekeeping (move to HCA or RN pathway)

Head of Dept / Team Lead
 Kitchen :

- Head Cook or Chef

Administration Staff

Soft Skills

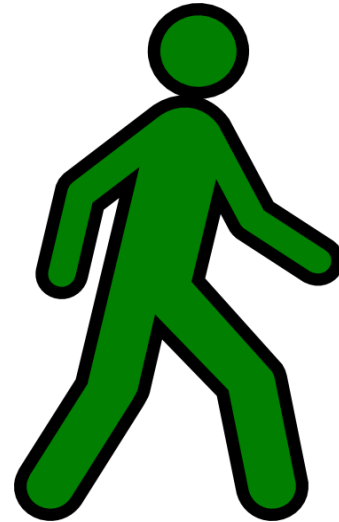
Attention to detail
 Good communication skills
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 Responsible
 Willingness to learn
 Compassion / interest in older people
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Teamwork & work independently
 Non-judgmental
 Enthusiastic / outgoing
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Technical Skills

Able to pass drug test and MOJ check
 Organisational skills
 Strong Computer literacy
 Fit & Healthy
 Literacy & Numeracy skills to study at L3
 Infection Prevention & Control Qualification (IPC)
 Understanding & belief in Te Tiriti

Planning skills
 Record keeping skills
 Health & Safety conscious
 Understand and adhere to confidentiality
 Coordinated
 Payroll training / Invoice management
 Document Management
 Sector regulations: privacy act; code of rights; Covid
 IPC

Ability to lead admin team
 Leadership skills/ coach/ mentor/ supervise
 Give & receive feedback safely
 Strong planning skills
 Prioritisation skills
 HR skills & knowledge
 Strong Health & Safety skills/knowledge
 Budgeting
 Audit Compliance

Team Manager Skills
 Solution focused
 Strategic Planning

Roles

Supported Work Experience
 in ARC

Receptionist
 Admin / Finance Junior

Administrator
 Payroll clerk
 (depends on size of
 organisation)

Admin roles at Head Office
 HR Manager
 Finance Officer
 Payroll Manager

Diversional Therapist (DT)

Soft Skills

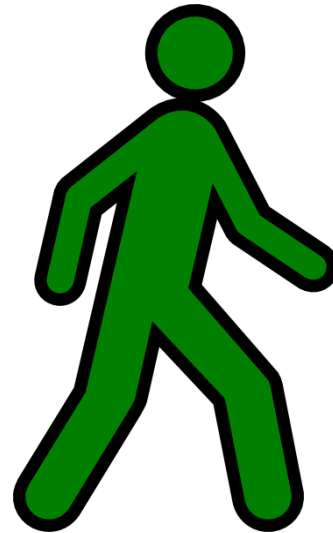
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 Good time management
 Able to follow instructions
 Able to receive feedback
 Responsible
 Willingness to learn
 Compassion / interest in older people
 Comfortable with vaccinations

Teamwork & work independently
 Non-judgmental
 Enthusiastic / outgoing
 Empathetic & Patient

Show initiative

Relationship building skills – int & ext
 Able to work unsupervised
 Strong communication skills
 Problem solving skills / able to adapt
 Strong pride in work

Able to adapt in high pressure situations
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Technical Skills

Able to pass drug test and MOJ check
 Organisational skills
 Computer skills
 Interest in crafts, games, music, therapy
 Fit & Healthy
 Literacy & Numeracy skills to study at L3
 Infection Prevention & Control Qualification (IPC)
 Understanding & belief in Te Tiriti

Planning skills
 Resident Advocacy
 Record keeping skills
 Health & Safety conscious
 Understand and adhere to confidentiality
 Understand and adhere to Sector regulations:
 privacy act; code of rights; food safety; covid IPC
 Palliative Care Education
 First Aid Cert (2 yearly)
 Commence L4 Cert Diversional Therapy

Plan, implement & review audit-ready DT
 programme
 Leadership skills/ mentor/ coach/ supervise
 Computer skills
 Strong Health & Safety skills/knowledge
 Complete L4 Cert Diversional Therapy

Analytical skills
 Solution & Service Improvement focused

Roles

Supported Work Experience in
 ARC

Activities Coordinator
 Start as HCA – (move to DT)

Qualified DT – work in ARC;
 hospice; daycare; dementia
 programmes

Lead DT – plan programmes for
 facility
 Specialist in Dementia / Rehab /
 Palliative Care

Health Care Assistant (HCA)

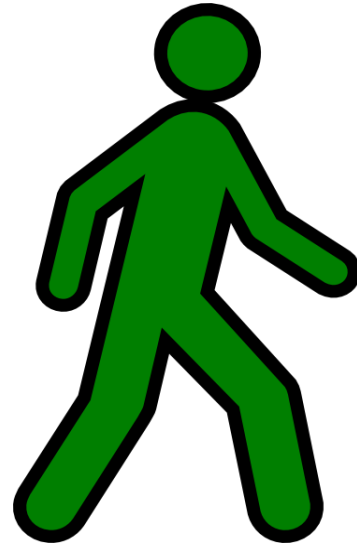
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Teamwork & work independently
 Non-judgmental
 Enthusiastic / outgoing
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 Relationship building skills
 Able to work unsupervised
 Strong communication skills
 Problem solving skills / able to adapt
 Strong pride in work
 Excellent time management skills

Able to adapt in high pressure situations
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 Understanding & belief in Te Tiriti
 Planning skills
 Resident Care / Advocacy
 Record keeping skills
 Health & Safety conscious
 Understand and adhere to confidentiality
 Understand and adhere to Sector regulations: privacy act; code of rights; food safety; Covid IPC
 Palliative Care Education
 First Aid Cert (2 yearly)
 Level 2 Certificate in Health & Wellbeing
 Ability to lead staff
 Strong computer skills
 Budget responsibility
 HCA with Level 2-3
 Level 3 Certificate in Health & Wellbeing
 Lead shifts
 Train/mentor staff
 Leadership skills
 Strategic thinking
 Analytical skills
 Solution focused
 HR skills & knowledge/interviewing/audit interviews
 Level 4 Certificate in Health & Wellbeing
 HCA – Level 4
 Rosters

Roles

Supported Work Experience in ARC

Junior Health Care Assistant
 Shift work

Transfer to DT pathway
 Enrolled Nurse (L5) qualification
 RN education

Team Leader

Registered Nurse (RN)

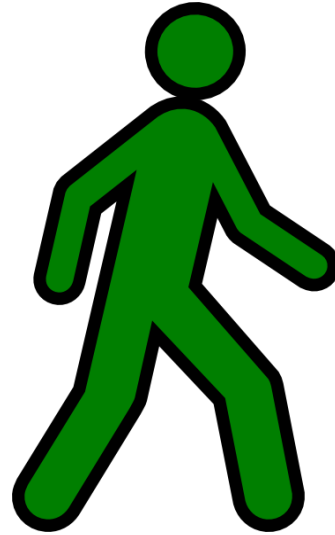
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 Comfortable with vaccinations

Teamwork & work independently
 Person-centred
 Shift work 24/7 & 365 days
 Positive attitude
 Empathetic
 Critical thinking skills
 Cultural awareness skills

Strong communication skills
 Problem solving skills
 Attention to detail
 Calm under pressure

Sound decision making skills
 Role Model
 Professional
 Adaptable & responsive to changing environment



- ★ Pre-study
- ★ Tertiary level
- ★ Employment
- ★ Senior level

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Technical Skills

Able to pass drug test & MOJ check
 Organisational skills
 Computer skills
 Literacy & numeracy skills
 University Entrance with Sciences
 Understanding & belief in Te Tiriti

Bachelor of Nursing (3yr degree) + registration
 Evidence Based Practice
 Understand and adhere to confidentiality

NETP programme – Level 1 Professional Development & Recognition Programme (PDRP)
 Medication Competency (+ medimap)
 Palliative Care Foundations Training
 Onsite documentation knowledge
 Health & Safety knowledge
 Leadership skills
 InterRAI training (mandatory for work in various aged care roles)
 Resident Advocate
 Lead Shifts

HR skills & knowledge
 Level 2 & 3 PDRP
 Post Graduate study – Clinical or Leadership
 Nurse Prescribing
 Governance

Roles

Supported Work Experience in ARC

Student

- University
- Polytech
- Work in ARC as HCA

New Graduate RN - through to competent ARC RN

Nurse Practitioner
 Clinical Manager
 Facility Manager
 Nurse Leader – national posts
 Clinical Director
 CEO
 Own your own business / equity share