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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	HOUSEKEEPING / LAUNDRY LEAD HAND
<b>DEPARTMENT:</b>	SUPPORT SERVICES
<b>CLASSIFICATION:</b>	LEAD HAND – HOUSEKEEPING/ LAUNDRY
<b>STD. GRP.</b>	31
<b>UNION:</b>	MGEU – FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	MANAGER, SUPPORT SERVICES
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

Under the direction of the Manager, Support Services the Housekeeping/ Laundry Lead Hand performs assigned duties related to the cleaning, maintenance and servicing of patient/ resident accommodations and other areas which fall under the scope of the Interlake - Eastern Regional Health Authority. This position functions in a manner consistent with and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Participates in the orientation of all new Housekeeping and Laundry staff.
- Participates in annual/probationary Employee Performance Conversations.
- Replaces staff as necessary.
- Responsible for placing and receiving chemical and paper supply orders.
- In the absence of the Manager, Support Services makes decisions on issues that may arise in the course of normal Housekeeping and Laundry activities and that are in accordance with written policies and procedures.
- Ability to adapt to last-minute changes.
- Maintains the required standards of the Department, and upholds and abides by the region's policies and procedures.

- Completes Occurrence Reports according to instructions within expected identified timelines.
- Responsible for the monitoring, adjusting and ordering of linen requirements as needed.
- Ensures all new housekeeping and laundry staff are educated in the fire and disaster response plan.
- Maintain and promote a harmonious relationship with staff, customers, clients, other departments and outside suppliers
- Demonstrate flexibility and be receptive to a team approach in problem solving and process improvements.
- Communicates equipment needs to Manager.
- Participates in Quality Improvement, surveys and audits.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Grade 12 education required.

**REQUIRED KNOWLEDGE:**

- Knowledge of and experience in the operation of all equipment used in both Housekeeping and Laundry.
- Knowledge of Microsoft Office.

**EXPERIENCE REQUIRED:**

- Minimum three years related experience in both Housekeeping and Laundry.
- Experience in operating required equipment.

**SKILLS/COMPETENCIES:**

- Ability to follow written and oral instructions.
- Demonstrates ability to work independently.
- Ability to work as an effective member of a multi-disciplinary team and maintain positive working relationships.
- Demonstrates ability to keep resident's/patient's matters confidential and exercise courtesy and cooperation towards residents, patients, families, visitors, coworkers and other staff members.
- Demonstrates care in completing assignments and maintains a high standard of service and cleanliness.
- Demonstrates leadership skills and ability.

- Demonstrates ability to foster an interdisciplinary collaborative environment that supports quality improvement, client interaction and intervention, and staff development and empowerment.
  - Ability to work with minimal direct supervision.
  - Valid class “5” driver’s license.
  - Ability to meet the physical and mental demands of the job.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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#### **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - Will be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility’s Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

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Created: 2014  
Date

Revised: September, 2022  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*