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## POSITION DESCRIPTION

**POSITION TITLE:** MANAGER, SUPPORT SERVICES

**DEPARTMENT:** SUPPORT SERVICES

**CLASSIFICATION:**

**UNION:** NON-UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL DIRECTOR OF SUPPORT SERVICES

**POSITIONS SUPERVISED:** SUPPORT SERVICES STAFF

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## POSITION SUMMARY

The Manager of Support Services oversees the day to day operations of food services, housekeeping and laundry services for the assigned facility. The 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:

- Ensures responsible financial management that is consistent with Interlake-Eastern RHA's budget and policy.
- Supports an environment which avoids, prevents, and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services.
- Ensures effective communication within the department and the organization.
- Keeps current on developments within support services management.

- Ensures the provision of food, laundry and housekeeping services in the assigned facility.
- Prepares and administers the department's budget, including determining staffing and operational needs; approves and monitors departmental expenditures.
- Plans, organizes, administers, reviews and evaluates the work of staff.
- Nurtures a consultative relationship with the Clinical Team Manager and other departments to provide relevant support for their facilities.
- Reports significant issues as they occur to Regional Director of Support Services
- 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.
- Key Working Relationships
  - Food & Nutrition Coordinator
  - Regional Dietitians
  - Support Services Managers
  - Site Managers
  - Outside Agency resources such as Health Inspector, Food Housekeeping and Laundry services suppliers,
  - Interlake-Eastern RHA Staff and Clients

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Certification in Health Services Management OR Canadian Healthcare Association Food Service Certificate OR Completion of post-secondary education (University or Community College) in Business Administration or related areas.
- Certificate in Food Safety Training

**REQUIRED KNOWLEDGE:**

- Proven related knowledge and experience in an institutional food, housekeeping and laundry setting.
- Demonstrated knowledge of theories, principles and operational practices integral to food, laundry and housekeeping services management.
- Knowledge of Food and Environmental Service Standards.
- Knowledge of accounting and business practices as related to Support Services.
- Knowledge of and the ability to work with diverse cultures.

**EXPERIENCE REQUIRED:**

- Three (3) years management experience in the Health Care field in Food, Housekeeping and Laundry Services.
- Proficient in Microsoft Office
- Demonstrates good supervisory skills.

**SKILLS/COMPETENCIES:**

- Excellent communication skills, written and verbal, demonstrating considerable judgment, courtesy, and tact. Managers must conduct all communications in a business-like manner with an emphasis on providing solutions.
  - Ability to supervise and evaluate staff, directly and through multiple levels of supervision.
  - Ability to handle difficult and sensitive situations confidentially using sound, independent judgment within general policy and legal guidelines.
  - Involve relevant stakeholder when responding to inquiries/issues. Acknowledge inquiries/issues in a timely manner.
  - Ethical decision making based on the betterment of the organizations and budgetary considerations.
  - Ability to foster and maintain positive working relationships both individually and in a team setting.
  - Demonstrated organization, prioritization and time management skills required.
  - Given the cultural diversity of the 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 employment 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.
  - Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
  - 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 adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- 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**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
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Created: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
Date

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

Approved by: \_\_\_\_\_  
Vice President/ CEO \_\_\_\_\_ Date

Reviewed by: \_\_\_\_\_  
Vice President, 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.*