



POSITION DESCRIPTION

POSITION TITLE:	SUPERVISOR, HOUSEKEEPING AND LAUNDRY – SELKIRK REGIONAL HEALTH CENTRE
DEPARTMENT:	SUPPORT SERVICES
CLASSIFICATION:	
UNION:	NON-UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	MANAGER, SUPPORT SERVICES
POSITIONS SUPERVISED:	SUPPORT SERVICES STAFF

POSITION SUMMARY

The Supervisor, Housekeeping and Laundry oversees the day to day operations of housekeeping and laundry services for the Selkirk Regional Health Centre. The position functions in a manner consistent with and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

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

- Assists with inventory control, keys and VOCERA.
- 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 Housekeeping and Laundry.

- Ensures the provision of laundry and housekeeping services for the Selkirk Regional Health Center and Leased Buildings within Selkirk.
- Responsible for maintaining and monitoring schedules and staffing levels on a daily basis.
- Plans, organizes, administers, reviews and evaluates the work of staff in conjunction with the Manager, Support Services.
 - Completes audits with housekeeping staff to ensure compliance with cleaning standards.
 - Conducts orientation training, and in-service training to explain policies, work procedures, and to demonstrate Safe Work Procedures for use and maintenance of equipment.
 - Ongoing training and developing housekeeping staff
 - Coordinates work assignments.
- Nurtures a consultative relationship with the Clinical Team Managers and other departments to provide relevant support for the Selkirk Regional Health Centre.
- Reports significant issues as they occur to the Manager, Support Services
- Responsible for staff supervision, performance appraisals and is responsible for situational correction and/or remedial action.
- Gives advice and guidance on work requirements and/or protocols and interpretation of related Policies and Procedures
- Responsible for and participates in recruitment, interviewing, hiring, processing and orientating new staff to the region
- Responsible for authorizing overtime.
- Responsible for conducting timely staff performance appraisals.
- Responsible for administering discipline and conducts disciplinary investigations and implements the IERHA regional policy and discipline process up to and including suspension and termination
- Ensures adherence and develops all regional, program and departmental policies and procedures
- Participates in the submission of collective bargaining proposals
- 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
 - Manager, Support Services
 - Selkirk Regional Health Centre Site Managers and Clinical Resource Nurses
 - Infection Prevention Control
 - Interlake-Eastern RHA Staff and Clients

PERFORMANCE MEASUREMENTS:

- Achieving and maintaining customer service and environmental service standards of the IERHA
- Maintaining annual budget and operational efficiency targets
- Achieving annual work plan outcomes
- Maintaining current performance appraisals for all reports

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 or equivalent.
- Certification in Environmental Services Management OR Canadian Healthcare Association Completion of post-secondary education (University or Community College) in Business Administration or related areas preferred but not required.
- Or equivalent combinations of training, education and experience will be considered.

REQUIRED KNOWLEDGE:

- Proven related knowledge and experience in an institutional housekeeping and laundry setting.
- Demonstrated knowledge of theories, principles and operational practices integral to laundry and housekeeping systems.
- Knowledge of Laundry Environmental Service Standards.
- Knowledge of and the ability to work with diverse cultures.
- Strong supervisory skills, ability to designate responsibilities.

EXPERIENCE REQUIRED:

- Three (3) years' experience in the Health Care field in, Housekeeping and Laundry Services.
- Proficient in Microsoft Office.
- Experience in the use of auto-scrubbers, water extractors, upright canister and back pack vacuums, burnishers and polishers.

SKILLS/COMPETENCIES:

- Excellent communication skills, written and verbal, demonstrating considerable judgment, courtesy, and tact. Supervisors 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.
- Valid drivers' license.
- 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.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel in the city of Selkirk as duties include supervision of housekeeping staff at leased buildings.
 - No hazardous or significantly unpleasant conditions.
 - Ability to perform such activities such as grasping, lifting, reaching, crouching, walking, sitting.
 - 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: November 2017
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.