

Facility Support – Subsidiary 9

APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Facility Support 4 (Point Range 192 - 227)												
009	094FS01	Human Services	Housekeeping Spvr.	C+	I	2	132	25	33	R1	38	203
Facility Support 3 (Point Range 135 - 191)												
009	093FS02	Human Services	Laundry Spvr.	C	I	2	115	25	29	R1	33	177
Facility Support 2 (Point Range 85 - 134)												
009	092FS03	Human Services	Laundry Washer	B+	T	1	66	16	10	R1	12	88
009	092FS04	Human Services	Cleaning Porter	B+	T	1	66	16	10	R1	12	88
Facility Support 1 (Point Range 73 - 84)												
009	091FS05	Human Services	Institutional Service Worker	B	T	1	57	14	8	R1	9	74

Last Review / Update: 2015-05-25

Subsidiary 9

Benchmark Evaluation - 094FS01

Identification Section

Working Title:	Housekeeping Supervisor
Department:	Human Services
Division, Branch/Unit:	Eric Cormack, RSS, Edmonton, PDD
Reports To:	Executive Director
Levels to D.M.:	4
Job Description:	094FS01
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	094FS - Facility Support 4

Comments on Role

The Housekeeping Supervisor supervises and directs the housekeeping department for a 24/7 residential facility. A member of the facility team, this Position is responsible for total building maintenance operations: identifying, scheduling, and coordinating repairs and alterations on an ongoing basis.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

- Knowledge of the equipment and methods employed for commercial cleaning and housekeeping are required (e.g. sterile cleaning methods). Knowledge of budgeting and managing finances are required. **WHMIS certification is required. The breadth of knowledge required from a combination of cleaning, and budget and finances results in a push up on the C.**

Complexity and Diversity:

- Position must be aware of the maintenance and safety needs of the building and facility in order to set service priorities and allocate staff resources to meet needs. Also obtains, monitors and evaluates work of external contractors and service providers. **Position requires supervisory experience as it plans and organizes the work of 12 staff.**

Human Relations Skill:

- Requires a high level of human relations skills in terms of supervision of staff. Also, needs to deal effectively with contractors, service providers, facility staff, and the management team in terms of effective working relationships.

- **Creativity/Problem Solving:**

Position establishes operating procedures and guidelines for housekeeping staff and monitors staff performance based on these standards. Latitude in assigning resources, obtaining additional resources (i.e. contractors or service providers) and determining priorities of work to be completed. Works independently with assistance available from the Executive Director for extraordinary matters.

- **Responsibility:**

Position is focused on cleaning and housekeeping services provided to the Eric Cormack Centre. This is accomplished through the direction and coordination of 12 Institutional Service Workers and Cleaning Porters as well as contractors and service providers.

Last Reviewed:

Last / Update: 2015-05-25

Subsidiary 9 Benchmark Job Description - 094FS01

Identification Section

Working Title:	Housekeeping Supervisor
Department:	Human Services
Division, Branch/Unit:	Eric Cormack, RSS, Edmonton, PDD
Reports To:	Executive Director
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Housekeeping Supervisor supervises and directs the housekeeping department for a 24/7 residential facility. This Position is responsible for total building maintenance operations: identifying, scheduling, and coordinating repairs and alterations on an ongoing basis.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Building/Facility maintained in a clean and safe manner**

Position is responsible for all building maintenance operations including the hygienic cleanliness of building and facility, electrical equipment, furniture, and elevator maintenance.

Safety is the primary concern for this Position in that they ensure that the building, grounds and facilities are well maintained.

Investigates complaints, identifies concerns, prioritizes work to be done, contacts and schedules service personnel (i.e. Public Works staff including plumbers, painters, electricians, groundskeepers, etc.).

Monitors and evaluates work of service providers and contractors.

Meets with sales representatives from various organizations to discuss, view and arrange for practical demonstrations of capital equipment. Makes recommendations in terms of equipment quality and the cost vs. benefit for procurements.

Procures and maintains laundry and diaper supplies; condemns non-repairable linen or diapers.

Monitors the laundering of individual's personal clothing. If clothing is damaged, Position will record and itemize the articles damaged for seeking compensation from the contracted laundry service provider.

Requisitions necessary supplies from stores and authorization of shopping trips.

2. **Effective supervision of housekeeping staff**

Develops policies and standards for all duties, monitor adherence to these by touring inspections.

Updates manual(s) relating to care and maintenance of heavy-duty equipment.

Formulates and authorize plans for maintaining and improving housekeeping programs.

Prepares work schedules, provides orientation, and provides training for housekeeping staff.

Participates in recruitment process.

Evaluates staff performance, including counselling employees and using the EPAS document.

Recommends disciplinary action to Executive Director.

Monitors workload for staffing adequacy.

3. **Reporting and information for decision making**

Provides yearly budget requirements to Executive Director.

Monitors wage budget to assess if funds are meeting staffing needs.

Prepares and maintains monthly and annual department reports (Maintenance progress reports, linen records, absence reports, etc.).

Submissions of condemnation records to stores.

Participation on various committees (i.e. management occupational health and safety, etc.).

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is responsible for the overall maintenance and cleanliness of a 24/7 residential facility, including building, furniture, grounds keeping and laundry procurement. When procuring laundry and diapers, the Housekeeping Supervisor will attempt to resolve sub-standard quality or insufficient quantity with contracted service provider. Position will refer unresolved issues to

Executive Director. Position also refers unsatisfactory workmanship or service by any other service providers to the Executive Director.

Works with Human Resource Services to recruit staff and on other staff related issues.

Position is responsible for the supervision of approximately 12 housekeeping department staff. Position also monitors and evaluates the work of hired service providers or contracted service providers.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Primary contact with Executive Director and Management Team, housekeeping staff, residential staff, contracted services and hired service and maintenance providers. Contact with ACSC, Human Resource Services for staffing and performance needs.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires well-developed communication and interpersonal skills to deal effectively with wide variety of contacts and supervisory responsibilities.
- Position must possess extensive knowledge of sterile cleaning methods.
- Supervisory skills are essential to the success of the department.
- Familiarity with equipment/machines and budgeting are required.
- Typically requires some related experience working around adults with developmental disabilities and/or related experience in commercial cleaning or housekeeping industry.
- WHMIS certification is required.

Organization

(Working titles of positions reporting directly to this position.)

Position supervises 12 positions made up of Institutional Service Workers and Cleaning Porters.

Last Review / Update: 2015-05-25

Subsidiary 9

Benchmark Evaluation - 093FS02

Identification Section

Working Title:	Laundry Supervisor
Department:	Human Services
Division, Branch/Unit:	Michener Services, PDD
Reports To:	Laundry Manager
Levels to D.M.:	6
Job Description:	093FS02
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	093FS - Facility Support 3

Comments on Role

The position is a working supervisor that oversees a team of Laundry Washers, ensuring laundry services are provided to the homes of Michener Services in a safe, timely and effective manner. Position is responsible for approving and coordinating Laundry Washer timesheets **and** time off (i.e. vacation, leaves, etc.). Works closely with the Manager of Laundry Services.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	25% 29	R1 33	177

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

- Position requires supervisory experience and knowledge of equipment and methods employed in a large-scale laundry washing operation. Must have the ability to plan and organize the work of 13 staff to meet the laundry requirements and timeframes of the homes.

Complexity and Diversity:

- Position must be aware of the needs of the home and its individuals in terms of their laundry requirements. Must ensure the laundry service is provided in a timely and efficient manner. The coordination and direction of 13 staff adds to the complexity of this Position as it requires awareness of work being completed and adjusting resources to meet deadlines.

Human Relations Skill:

- Requires high level of human relations skills in terms of supervision of staff. Also, needs to deal effectively with Home Coordinators, Home Support Managers and home staff in relation to meeting their laundry requirements/priorities and in building effective working relationships.

- **Creativity/Problem Solving:**

Position operates within established procedures and guidelines with latitude to make changes in daily routines and resourcing of staff when necessary. Works independently with assistance available from the Laundry Manager for extraordinary matters.

- **Responsibility:**

Position is focused on ensuring laundry services are provided to a number of homes in an efficient and timely manner. This is accomplished through the direction and coordination of 13 Laundry Washers and required materials.

Last Reviewed:

Last / Update: 2015-05-25

Subsidiary 9 Benchmark Job Description - 093FS02

Identification Section

Working Title:	Laundry Supervisor
Department:	Human Services
Division, Branch/Unit:	Michener Services, PDD
Reports To:	Laundry Manager
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

A working supervisor, the Laundry Supervisor oversees a team of Laundry Washers to ensure laundry services are provided to the homes of Michener Services in a safe, timely and effective manner. Position is responsible for approving and coordinating Laundry Washer timesheets and time off (i.e. vacation, leaves, etc.). Works closely with the Manager of Laundry Services.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Supervision of Laundry Washers:

Provides direction and assistance to Laundry Washers.

Ensures Laundry Washers received adequate training to operate laundry machinery and provides ongoing training and staff development.

Provides performance feedback, appraisals and recommends discipline as required.

Approves timesheets and time off (i.e. vacation time, leaves, etc.).

Establishes and maintains good working relationships with home staff to ensure needs are met.

Maintains Laundry area records (repairs, supply utilization, quantities of laundry processes, losses, etc.).

Checks stock and orders supplies including initiates requisitions and maintaining inventories.

Interacts with Home Coordinators, Home Support Managers and home staff in relation to managing laundry requirements and priorities.

2. Laundry for home is cleaned:

Receives laundry from home staff and washes laundry for assigned home.

Operates either domestic or commercial laundry machines as per operating guidelines.

Sorts by weight, loading washers and adding appropriate/specified cleaning ingredients.

Folds clean laundry and prepares laundry for return to the appropriate place within the home.

Maintains laundry room machinery, initiates repairs and adjusting machine controls. Performs non-mechanical maintenance of laundry equipment.

Ensures adequate laundering supplies are on hand.

Ensures cleanliness of Laundry Room by washing machinery and countertops, cleaning lint traps and washing floors.

May assist Laundry Washers in completion of laundry duties.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Supervision and organization of laundry washing to enable Laundry Washers to meet the needs and timelines of homes.

Responsible for recruitment, training and recommending discipline as necessary. Will refer all extraordinary matters requiring direction to the Manager.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Laundry Washers, Home Coordinators, Home Support Managers and home staff in relation to managing laundry requirements and priorities and building working relationships. Interaction with individuals in a courteous and respectful manner.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Supervisory experience and familiarity with equipment and methods employed in large scale laundry washing operation.
- Ability to plan and organize their work to meet the requirements and timeframes of the home(s).
- Requires the ability to safely perform heavy lifting.
- WHMIS certification required.

Organization

(Working titles of positions reporting directly to this position.)

Position has supervisory responsibilities for 13 Laundry Washers.

Last Review / Update: 2015-05-25

Subsidiary 9

Benchmark Evaluation - 092FS03

Identification Section

Working Title:	Laundry Washer
Department:	Human Services
Division, Branch/Unit:	Michener Services, PDD
Reports To:	Laundry Supervisor
Levels to D.M.:	7
Job Description:	092FS03
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	092FS - Facility Support 2

Comments on Role

The Laundry Washer provides daily laundry services within the assigned home(s). Items are washed and dried using domestic **and** commercial machines and are returned to the appropriate area within the home in a timely and effective manner.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

- Position requires knowledge of industrial computerized laundering equipment and methods employed in a large-scale laundry washing operation. Must have the ability to plan and organize work to meet the laundry requirements and timeframes of the home(s). Position can be fully functional with a short orientation to the work, equipment and procedures. **WHMIS certification is required. The operation of commercial laundry equipment results in a push up on the B.**

Complexity and Diversity:

- Position is focused on tasks and requires little awareness of program delivery or that of individuals.

Human Relations Skill:

- Requires basic communication skills for the purposes of seeking clarification and/or to exchange information.

- **Creativity/Problem Solving:**

Must be able to plan and organize the work to meet the laundry requirements and timeframes of the home. May be some variation in determining the appropriate amount of cleaning ingredients for specific laundry items and may exercise some judgement in operating the laundry machines within established parameters. Tasks are guided by well-established procedures and practice. Assistance is available where a more unique or unusual situation is encountered.

- **Responsibility:**

Position is focused on performing laundry washing tasks.

Last Reviewed:

Last / Update: 2015-05-25

Subsidiary 9 Benchmark Job Description - 092FS03

Identification Section

Working Title:	Laundry Washer
Department:	Human Services
Division, Branch/Unit:	Michener Services, PDD
Reports To:	Laundry Supervisor
Levels to D.M.:	7

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Laundry Washer is responsible to provide daily laundry services to the assigned home(s). Items are washed and dried using domestic and commercial machines and are returned to the appropriate area within the homes in a timely and effective manner.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Laundry for homes is cleaned:

Receives laundry from home staff and washes laundry for assigned home(s).

Operates either domestic or commercial laundry machines as per operating guidelines.

Sorts by weight, loading washers and adding appropriate/specified cleaning ingredients.

Folds clean laundry and prepares laundry for return to the appropriate place within the home.

Maintains laundry room machinery by reporting defects to Supervisor, initiating repairs and adjusting machine controls.
 Performs non-mechanical maintenance of laundry equipment.
 Ensures adequate laundering supplies are on hand.
 Ensures cleanliness of Laundry Room by washing machinery and countertops, cleaning lint traps and washing floors.
 Maintain good working relationships with home staff through liaison between home staff and Laundry Supervisor, including reporting on and ensuring needs and wants of individuals are met.
 May assist in other homes in completion of laundry duties as assigned by the Supervisor.
 May interact with individuals and staff of Michener Services.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Ability to plan/organize the work to meet the requirements and timeframes of the homes. Position performs laundry washing responsibilities in accordance with standard operating procedures utilizing commercial equipment. Will refer all matters requiring direction to the Laundry Supervisor.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has contact with Home staff and staff in other laundry areas. May interact with individuals, which requires different approaches according to their communication needs.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Knowledge of equipment and methods employed in large-scale laundry washing operations.
- Ability to plan and organize their work to meet the requirements and timeframes of the home(s).
- Requires the ability to safely perform heavy lifting.

- WHMIS certification is required.

Organization

(Working titles of positions reporting directly to this position.)

Position does not have supervisory responsibilities.

Last Review / Update: 2015-05-25

Subsidiary 9 Benchmark Evaluation - 092FS04

Identification Section

Working Title:	Cleaning Porter
Department:	Human Services
Division, Branch/Unit:	Bow Park Court, Scenic Bow/Legion Group Homes and Parkmont Achievement Centre, Calgary, PDD
Reports To:	Team Leader
Levels to D.M.:	7
Job Description:	092FS04
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	092FS - Facility Support 2

Comments on Role

Position performs heavy cleaning and **routine** maintenance responsibilities. May be required to complete Porter duties involving assisting staff with the physical movement of individuals as required. Position ensures cleaning and other supplies are stocked throughout the facility.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- Position requires knowledge of commercial cleaning techniques, products and machinery/equipment (i.e. steam cleaners, floor waxers, industrial vacuums, etc.) Basic knowledge of WHMIS is needed to safely deal with the cleaning compounds used and the disposal of used cleaning products. Knowledge of how to lift heavy items and individuals is needed. If driving individuals in facility vehicles, position must possess a valid driver's license. **Breadth of activities including heavy lifting results in a push up on the B.**

- **Complexity and Diversity:**

- Position is task oriented with its primary focus on routine heavy cleaning and porter duties. Minimal awareness of program delivery or individuals is required.

- **Human Relations Skill:**

- Requires the basic of communication skills for the purposes of seeking clarification and/or to exchange information.

- **Creativity/Problem Solving:**

Commercial cleaning methods, techniques and requirements are standard and within established procedure. May be some judgement required in determining the appropriate cleaning approach and/or materials to use. Assistance is available for unique or unclear situations.

- **Responsibility:**

Position is focused on performing heavy cleaning tasks, routine maintenance and Porter functions.

Last Reviewed:

Last / Update: 2015-05-25

Subsidiary 9 Benchmark Job Description - 092FS04

Identification Section

Working Title:	Cleaning Porter
Department:	Human Services
Division, Branch/Unit:	Bow Park Court, Scenic Bow/Legion Group Homes and Parkmont Achievement Centre, Calgary, PDD
Reports To:	Team Leader
Levels to D.M.:	7

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The focus of the Position is heavy cleaning duties to ensure a clean and safe environment for the individuals and staff of a 24/7 residential facility. Position is responsible for the cleaning, sanitizing, washing, moving furniture and equipment, facility set-up, supply delivery and other routine facility maintenance. May be required to complete Porter duties involving assisting staff with the physical movement of individuals as required.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Responsible to ensure clean and well maintained building and grounds:

Heavy and periodic cleaning including vacuuming and steam cleaning carpets; mopping, disinfecting and waxing floors; cleaning and disinfecting bathrooms; washing windows; collecting and disposing of garbage; washing walls, halls and stairwells; cleaning kitchenettes; and sanitizing soiled linen areas, diaper carts, drainage and garbage areas.

Lifting and moving furniture and equipment, loading bags of laundry for transportation, drape removal and cleaning, garbage removal, cleaning of resident assisted living equipment and routine maintenance such as washing light fixtures, changing of light bulbs, removal of wall ventilator for cleaning and occasionally cleaning and de-icing walkways.

Maintenance of the hydrotherapy pool and pool area by testing, cleaning and disinfecting.

Major cleaning in kitchen and/or dining room and on very rare occasions, assists with food preparation.

On rare occasions, Position may work in a laundry area to assist with laundering of individual's clothing and facility linens.

2. Efficient and effective movement of individuals:

Position may have some Porter duties involving assisting with the physical movement of individuals as required from time to time within the facility.

On rare occasions, Porter responsibilities may include assisting staff with the movement of individuals outside the facility such as outings, appointments, programs and driving vehicles to transport individuals.

3. Adequate stock of supplies in all areas of facility:

Ordering and storage of cleaning supplies

Restocking of items within building.

4. Safe building and grounds:

Notify supervisor of health and safety concerns or issues.

Complete heavy cleaning and minor maintenance requirements.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position provides cleaning and routine maintenance services in a residential facility for persons with developmental disabilities.

Position performs routine housekeeping, cleaning, sanitizing and light equipment-cleaning services and may assist with food preparation and/or laundry services. All duties are performed in accordance with standard operating procedures and there is little discretion exercised. Some lifting and cleaning responsibilities are of a heavy nature.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has some contact with individuals but this is not a usual requirement. Most contact with other co-workers, staff and supervisory staff for the purpose of providing basic information in a courteous manner.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires some experience in industrial cleaning, the use of cleaning materials, ability to perform routine maintenance.
- WHMIS certification is required as well as the ability to lift safely.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-05-25

Subsidiary 9 Benchmark Evaluation - 091FS05

Identification Section

Working Title:	Institutional Service Worker
Department:	Human Services
Division, Branch/Unit:	Eric Cormack, RSS, Edmonton, PDD
Reports To:	Housekeeping Supervisor
Levels to D.M.:	5
Job Description:	091FS05
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	091FS - Facility Support 1

Comments on Role

This is basic level of housekeeping work in a facility. There is some responsibility for sanitizing rooms and bathrooms. Requires the **entry** level of cleaning skill and a new incumbent to the position can be fully functional within a short period of time.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
BT1 57	14% 8	R1 9	74

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- Requires knowledge of a range of indoor cleaning methods and techniques including carpet cleaning, vacuuming, dusting and arranging furniture. Some knowledge of basic cleaning tools and equipment (i.e. vacuum, etc.) is required. Position can be fully functional with a short orientation to the work, equipment and procedures. **WHMIS certification is required.**

- **Complexity and Diversity:**

- Position is focused on tasks and requires little awareness of program delivery or that of the individuals.

- **Human Relations Skill:**

- Requires basic communication skills for the purposes of seeking clarification and/or to exchange information.

- **Creativity/Problem Solving:**

Tasks are guided by well established standards and assistance is available when required. May be some variation in determining the appropriate solution to be used in ensuring hygiene requirements are met, particularly in areas where possible contamination or infection may exist.

- **Responsibility:**

Position is focused on performing cleaning tasks.

Last Reviewed:

Last / Update: 2015-05-25

Subsidiary 9 Benchmark Job Description - 091FS05

Identification Section

Working Title:	Institutional Service Worker
Department:	Human Services
Division, Branch/Unit:	Eric Cormack, RSS, Edmonton, PDD
Reports To:	Housekeeping Supervisor
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Institutional Service Worker will clean, disinfect, sanitize and dust rooms, bathtubs, beds, linen hampers and garbage containers. Position will stack linen onto storage shelves. Replenish supplies and other related miscellaneous duties.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Clean, well maintained and safe building/facility through:

Cleaning resident rooms, service areas, staff lunchroom, bathrooms and offices.

Dry mopping wards and corridors, carbolize beds and nightstands, and wash windows, walls and furniture.

Dusting walls, cupboards and shelves, and arrange furniture and equipment in an orderly manner.

Scouring and polish bathtubs, sinks, mirrors and stainless steel.

Carbolizing garbage containers and laundry hampers, and wet mop tub room floor and rubber floor mats.
 Stacking linen onto storage shelves and distributes sufficient linen supplies to assigned unit.
 Operating vacuum on the drapes and air vents, and shampoo rugs.
 Replenishing supplies of soap, kleenex, toilet tissue and paper cups.
 Collecting and emptying trash containers.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Eric Cormack Centre is a home for intellectually, medically and physically disabled adults. Position performs cleaning responsibilities in accordance with standard operating procedures and standards. Will refer all matters requiring direction to a Supervisor.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position will use normal courtesy when conversing with residents and staff.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires some institutional housekeeping experience and familiarity with basic cleaning procedures and equipment.
- WHMIS certification is required.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Last Review / Update: 2015-05-25