

# CITY OF HAMILTON

## **COMMUNITY SERVICES DEPARTMENT**

**(MACASSA LODGE – BUILDING SERVICES – 701 UPPER SERMAN AVE., HAMILTON)**

### **DIRECTOR, BUILDING SERVICES - LODGES**

The Community Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

### **SUMMARY OF DUTIES**

Reporting directly to the Administrator manage and co-ordinates the provision of overall administrative services for the Housekeeping, Laundry and Maintenance services at Macassa Lodge by providing a consolidated team management approach. Responsible for the management of the physical maintenance of Macassa Lodge to ensure that the building, equipment and grounds are maintained in a safe, clean and attractive manner.

### **GENERAL DUTIES**

Ensure the safety and security of all staff, residents, families and visitors to the LTC facility.

Direct, control, organize and administer the housekeeping, laundry and maintenance activities.

In consultation with the Administrator, plan and develop building policies, programs and procedures for the Housekeeping, Laundry and Maintenance Departments consistent with Ministry, City and Lodge policies and objectives in a cost effective and efficient manner.

Overall responsibility for 3 databases used to control inventory, determine staff workload, generate work orders, schedule preventive maintenance and control automation system.

Responsible for the hiring, orientation, training, disciplining, and performance evaluations of staff as well as daily scheduling of staff and weekly payroll review, revision and approval using Kronos (computerized payroll and scheduling program).

Inventory control and order processing of material and supplies related to the housekeeping, laundry and maintenance sections. Receiving and delivery of all good for all departments.

Oversee all construction and renovation projects.

Responsible for the supervision of purchased services/contractors related to building and property maintenance.

Develop preventative maintenance procedures and schedules for all equipment and capital assets per manufacturer's recommendations and industry best practices.

Ensure the operation and maintenance of all life safety equipment including heating, cooling, ventilation, refrigeration, fire alarm, emergency generator, lighting, call bells, building security and elevators. Responsible for regulatory site inspections related to the Building Services Department.

Develop and maintain a preventive and reactive pest control program to address and prevent insect (e.g. bed bugs) and rodent (e.g. mice) infestations.

Chair and certified management member of the Joint Health & Safety Committee.

Ensure mandated infection control standards are followed for all cleaning throughout the Lodge and for any construction/renovation projects. Member of the Outbreak Management Team.

Co-ordinate and oversee the Fire Safety and Emergency Response program within the Lodge including establishing and updating policies and procedures in accordance with legislation, updating related manuals and ensuring that all Lodge staff are trained in fire and evacuation procedures.

Ensure compliance with Occupational Health & Safety Act, Ministry of Health & Long Term Care Act (2010), Canadian Standards Association Regulations pertaining to health care facilities, Ontario Building Code, Ontario Fire Code, Electrical Safety Authority, Technical Standards & Safety Authority, City of Hamilton Bylaws and any other applicable legislation/regulations/guidelines.

Monitor and control all hazardous material in storage and ensure their use and handling in accordance with legislation.

In accordance with City purchasing policies, oversee and monitor the purchase of all materials, supplies and services to ensure optimum operation of the equipment and building.

Develop specifications for Requests for Quotations, Request for Tenders and assist in the development of specifications for City-Wider tenders (e.g. plumbing, electrical, HVAC, grounds, snow removal, painting etc. services).

Prepare, administer and monitor service budgets and cost control systems. Prepare variance reports as required by the City of Hamilton Finance Department. Daily processing and approval of invoices through WebCentre.

Utilizing contemporary quality improvement techniques, analyze and evaluate programs and their delivery and formulate recommendations for improvement as required.

Completion of monthly departmental service audits and annual Ministry of Health Long Term Care Inspection Protocols and Program Evaluations.

Serve as Administrator in absence of same.

Perform other duties which are directly related to the normal performance of the job.

Work in accordance with the provisions of applicable health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

## **QUALIFICATIONS**

1. Progressively responsible management experience in maintenance, housekeeping and laundry services in an institutional, preferably Long Term Care setting.

2. Post-secondary education achieved in a college or university setting in health, human services, engineering or sciences field is required.
3. Successful completion of the Ontario Healthcare Housekeepers Professional Certificate Program (O.H.H.A.) or equivalent.
4. Thorough knowledge and understanding of statutes and regulations relating to WHMIS legislation, Occupational Health and Safety for Industrial Establishments and Ontario Human Rights Code as it relates to this position.
5. Demonstrated competency to manage a large multi-disciplinary staff, preferable in a unionized environment, utilizing pro-active management skills.
6. Excellent interpersonal skills including an ability to establish and build effective relationships with staff working in a unionized work environment.
7. Demonstrated supervisory, prioritizing, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations
8. Demonstrated skills and experience in strategic and operational planning, critical and analytical thinking, risk management, continuous improvement and program evaluation.
9. Must possess good organizational and time management skills with the ability to take charge in emergency situations.
10. Demonstrated financial management skills in developing, implementing and monitoring division budgets. or excellent knowledge of corporate budget process and budget control
11. Considerable mechanical aptitude, knowledge of heating, plumbing, electrical, air conditioning and computer systems, landscaping and gardening, carpentry, project management, contracting services and general maintenance.
12. Ability to motivate and lead employees in the work group utilizing the corporate cultural pillars.