

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(MACASSA OR WENTWORTH LODGE – HOUSEKEEPING & LAUNDRY SERVICES - LOCATION - 701 UPPER SHERMAN AVE., HAMILTON OR 41 SOUTH ST. W., DUNDAS)

SUPERVISOR, HOUSEKEEPING & LAUNDRY SERVICES

SUMMARY OF DUTIES

Reporting directly to the Senior Administrator, Lodges at Macassa Lodge or the Administrator at Wentworth Lodge, the Supervisor, Housekeeping & Laundry Services supervises and coordinates the provision of high quality housekeeping and laundry services at Macassa/Wentworth Lodge in accordance with the Ministry of Health and Accreditation standards. Responsible for the provision of a clean and healthy environment for residents, families and staff. Responsible to manage the workforce and associated budget to meet established goals and expectations of Housekeeping and Laundry Services.

GENERAL DUTIES

Coordinates, monitors and manages all aspects of housekeeping and laundry services at the Lodge.

Plans, develops, interprets and evaluates policies and procedures within Housekeeping and Laundry Services in accordance with the Long Term Care Homes Act (2007) Regulations and other Provincial legislation. Ensures all work within the Housekeeping and Laundry Services is consistent with Ministry of Long-Term Care, City and Lodge policies in a cost effective and efficient manner.

Prepares, administers and monitors budgets and cost control systems. Prepares variance reports as required by Corporate Services.

Implements processes relating to laundry services for resident's personal clothing to ensure Ministry standards and customer satisfaction are met.

Responds to housekeeping and laundry issues identified by Administrator, family members, residents and staff. Investigates concerns of residents and their families in a timely and fulsome manner.

Ensures the provision of well maintained equipment by developing, implementing and maintaining preventative maintenance schedules and liaising with appropriate contracted services or internal staff.

Researches, monitors and maintains products and services related to housekeeping and laundry best practices. Monitors supply and usage of linens. Ensures an adequate supply of appropriate products and chemicals, negotiates for best pricing with distributors to maintain fiscal responsibility.

Develops and revises work routines for housekeeping and laundry staff as required. Develops, implements and maintains staffing patterns, policies and procedures related to the provision of housekeeping and laundry services in accordance with the Ministry of Health standards and the Commission on Accreditation of Rehabilitation Facilities (CARF).

Responsible for supervision and coordination of daily activities by delegating and assigning work to full time, part time and on-call staff ensuring maximum utilization of human resources.

Responsible for the performance management of staff, including recruitment, interviewing, orientation, training, scheduling, payroll, disciplining, performance evaluations, motivation and handling confidential employee matters.

Ensures the provision of high-quality service for housekeeping and laundry services through the completion and analysis of continuous quality improvement monitoring.

Maintains or enhances the Lodges' reputation in the community for quality of care and service by participating in bi-weekly management team meetings, sharing in the development of the Lodge's Mission, Vision, Goals and Objectives and by responding to provincial and municipal standards and expectations.

Is a member or management designate to various committees concerning resident care and services.

Maintains and monitors accurate records and reports as required by the Act and Regulations and standards of accreditation.

Ensures that Ministry of Health compliance standards are met through staff education or in-service training, monitoring and ensuring adherence to policies and procedures. Responsible for areas identified through Compliance visits for improvement &/or any site deficiencies.

Maintains and submits Housekeeping and Laundry Services quarterly financial and statistical reports to the Ministry of Health in partnership with the Business Advisor assigned to the Lodges.

Works 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.

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

In the absence of the Administrator, and upon delegation will assume the responsibility of the Lodge, as required.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated experience and education in theories and principles of Housekeeping and Laundry Services, normally acquired through a combination of relevant education such as a post-secondary degree or diploma in Healthcare Environmental Services Management or equivalent education and previous related work experience.
2. Progressive supervisory/management experience in Long Term Care setting with Housekeeping and Laundry Services experience preferably in a unionized environment.
3. Successful completion of Ontario Healthcare Housekeepers Professional Certificate Program (O.H.H.A.) and/or Certified Laundry Linen Manager's course would be considered an asset at time of hire. Willingness to complete similar certification after hire would be expected
4. Demonstrated knowledge of infection control principles, practices and procedures with knowledge of cleaning and laundry chemical uses, including hazard ratings and recognition of potential hazardous agents and hazardous combinations.
5. Thorough knowledge and understanding of statutes, regulations and by-laws affecting Long Term Care Homes Act (2007).
6. Ability to motivate and lead staff.
7. Experience in continuous quality improvement with a proven track record for long term visioning and strategic planning.

8. Must have excellent verbal and written communication skills and the ability to relate effectively with peers, all levels of management, residents and committee members.
9. Working knowledge of budget process and budget control.
10. Demonstrated knowledge of the Ontario Health and Safety Act and applicable regulations as it relates to the position.
11. Computer experience in a Windows Office environment.
12. Demonstrated organizational skills and the ability to prioritize work and delegate responsibilities as required.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
