

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(ENERGY, FLEET & FACILITIES DIVISION- LOCATION – 701 UPPER SHERMAN (MACASSA LODGE) & 41 SOUTH STREET WEST (WENTWORTH LODGE)

SUPERINTENDENT, FACILITIES OPERATIONS & MAINTENANCE (LONG-TERM CARE FACILITIES)

SUMMARY OF DUTIES

Reporting to the Manager, Facilities Operations & Maintenance, the superintendent will be responsible for providing overall leadership in the operations and maintenance of the City's Long-Term Care (LTC) Facilities and ensuring a healthy, productive, and safe environment for staff, LTC residence and members of the public. These facilities include, but not limited to: Macassa Lodge and Wentworth Lodge.

The Superintendent shall be responsible for the provision of all technical and non technical services required to maintain, the building structure and envelope, interior elements, grounds maintenance and custodial services, and to operate all environmental (HVAC) systems, in accordance with the prevailing codes, regulations, laws and bylaws.

Accountable for ensuring that construction activity is delivered in accordance with City and Provincial guidelines through the effective and efficient use of financial and staff resources. Using a "best practices" approach develops and delivers quality services in a timely and cost-effective manner. Instils a customer service focus with staff.

Leads and supports a technical team that have oversight of various technical duties related to facilities & ground maintenance including but not limited to; HVAC, mechanical, plumbing, carpentry, electrical, pool maintenance, refrigeration, roofing, landscaping etc.

Accountable for ensuring initiatives are delivered in accordance with City and Provincial guidelines through effective and efficient use of financial and staff resources.

Using a "best practices" approach develops and delivers quality services in a timely and cost-effective manner.

The Superintendent will possess a demonstrated record of performance, leadership, technical competence, diplomacy, customer focus, innovation/creativity, team advocacy and commitment to results. The incumbent will have a high level of personal integrity and will be an excellent communicator.

Monitor and reporting in a timely fashion on the sectional report card using metrics, KPI, benchmarking.

Advocate and assist in continuous improvement and process improvement programs

GENERAL DUTIES

Working in collaboration with the Senior Administrator of Lodges and the Facilities Management team including but not limited to the following sections; Operations & Maintenance; Capital Planning, Energy Office, Security Office etc.; The Superintendent will take the lead in the development and submission of highly effective grant & funding proposals/applications and grant reports based on the Long-Term Care facilities requirements. With the support of the Facilities Management team this will include following disciplines required for the two Long Term Care facilities; facilities planning, capital planning, space management, feasibility studies, report writing.

Assist manager in, managing, forecasting and monitoring financial budgets of the section.

Leads a technical team using a best practices approach and with a customer service focus to develop, manage and deliver facilities related programs and services through a subordinate multi-functional workforce engaged in the delivery of operational & capital maintenance services.

Provides day-to-day leadership, coaching, motivation and direction to subordinate staff/contractors/consultants including scheduling, coordination, supervision, performance evaluations, disciplinary and guidance as appropriate. Builds and encourage employee/contractor/consultant commitment to customer service and a high level of performance in all areas of service delivery. Develops and empowers staff through delegation of responsibilities and accountabilities, through regular coaching and feedback and by providing development opportunities and technical direction as appropriate.

Analyzes and identifies how completed/existing operations/services compare to established best practice benchmarks related to services, financial and administration standards and staff performance.

Develops and maintains relationships with internal and external stakeholders through the position and subordinate staff, contractors and consultants. Provide creative leadership and direction to staff within the section. Promote teamwork & integration between internal and external parties' participation in cross functional and cross program initiatives.

Provide the appropriate support to the programs being delivered from the facilities through the delivery of effective facility and property management including liaising with client departments/divisions.

Manage and oversee the efficient delivery of all aspects of in-house and contract building maintenance to all Long-Term Care facilities under the jurisdiction of the Facilities Operation & Maintenance Section.

Administer the various programs such as cleaning, painting, preventative maintenance, demand maintenance by providing advice and resolving problems.

Direct controls, supervise and schedule the work of all technical staff.

Delegate and manage supervisory divisional staff to ensure that daily operations are synchronized with Departmental and Corporate mandate.

Maintain a preventative maintenance program by preparing procedures, schedules and reports for the various facilities and equipment.

Coordinate technical staff and tradesman to respond to requests from other Divisions/Departments for specialized or technical skills assistance related to the various Building components.

Represent the Division in Labour Relations issues including: Chairing Labour/Management meetings, assisting in negotiations for Collective Agreement, negotiate grievance settlements, participates in committee meetings such as Accreditation, Infection Control, Quality Management, Occupational Health and Safety as required.

Prepare & monitor the operating budget for the Section in accordance with established procedures and ensures maintenance activities are within approved budget.

Authorize payment for outside trades and companies carrying out work under the Section's direction.

Approve payroll, vacation, absence forms etc.

Review plans and specifications for buildings under construction and renovations and forwards recommendations for improvement to staff, other corporate divisions/departments or outside contractors and consultants.

Prepare specifications for tendering purposes for goods and services under the jurisdiction of the Facilities Operation & Maintenance Section.

Manage and provide oversight in areas such as design, construction, demolition, energy management, security management, contract management, preventative maintenance and environmental standards within the EFFM Division.

Develops and implements LTC specific policies and procedures regarding quality assurance, fire safety. Follows department goals and objectives. Ensures that all Fire Safety Inspections are completed and oversees scheduling, completion and follow up to all fire drills. Maintains a complete and comprehensive maintenance program for the LTC facilities. Ensure compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Conducts regular LTC facilities rounds to ensure all safety, emergency, building and support systems are functioning properly.

Prepare and present reports to the Manager and Director.

Assist and participate in the development and preparation of the capital budgets for the Division in accordance with established corporate and divisional procedures. Recommend future budget appropriations.

Participates in the hiring, training and orientation process, as well as a progressive discipline (up to and including termination). Participate in the LTC new employee orientation as per the LTC Homes Act and Regulations. Ensure that all new hires for the LTC facilities participate in the LTC orientation as per the legislation. When contractors attend the LTC facilities to complete work there will oversight to ensure that all vendors, contractors, etc review and sign off on the modified orientation to the LTC facility.

Ensure that all operations & maintenance staff receive adequate and pertinent safety and technical training in order that work is performed in a safe and productive manner.

Ensure that all operations & maintenance staff adheres to mandated health & safety standards by monitoring and participating in the employee health & safety program.

Develop and implement a twenty-four hour, seven-day week emergency response system for building emergencies, equipment failures, and occupant safety & security alarms.

Provide guidance to the Capital & Compliance team, Energy Management Office, and Security Office for providing facilities technical services to LTC Facilities.

Responsible for providing a customer focused services for all client departments/divisions and other user groups.

Responsible for developing and implementing energy and environmental strategies and targets as outlined in the City's Corporate Energy Policy to ensure energy efficient, cost and environmental efficiency of Corporate/Recreation Facilities.

Perform such other duties as may be assigned, which are directly related to the normal job function.

Ensures the privacy and respect for residents is maintained during performance of departmental duties.

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.

QUALIFICATIONS

1. A Post-Secondary diploma or degree in mechanical, electrical, industrial, civil engineering or facility management or equivalent combination of related qualifications and experience.
2. Significant management experience gained through progressively more responsible positions preferably in a municipal environment.

3. Possess a strong knowledge base in management & leadership that is obtained through experience, educational programs/certificates and/or through Corporate Leadership training.
4. Considerable practical knowledge of building operation and maintenance management systems procedures normally acquired through the attainment of CET designation, (Building, Construction Engineering Technology) or a Facility Management Program or an equivalent combination of education and relevant work experience.
5. Knowledge of relevant portions Codes regulations and bylaws including but not limited to:
 - a) National and Ontario Building and Fire Codes,
 - b) Technical Standards and Safety Act, Occupational Health and Safety Act and various regulations including WHMIS, and handling and disposing of hazardous materials
 - c) Operating Engineers Act
 - d) Long-Term Care Act (2010)
6. Extensive knowledge of engineering and asset management theories, practices and trends to manage large contracts and projects, including reviewing, approving and implementing work plans and project budgets.
7. Highly developed ability to articulate a vision, to lead and inspire others.
8. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
9. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.
10. Experienced in designing and delivering customer focused programs and services.
11. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
12. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
13. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
14. Knowledge of collective bargaining process.
15. Working knowledge of computer software applications.
16. Must possess good organizational, time management and change management skills.
17. Ability to read and interpret schematics, civil and site and electrical, mechanical, structural and architectural drawings and plans.
18. Excellent knowledge of corporate budget process and budget control.
19. Possess a valid Ontario "G" Driver's Licence.

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