

Position Title: Housekeeping Aide

Department: Long Term Care (Grey Gables, Lee Manor, Rockwood Terrace)

Reports To: Building Services Supervisor

Purpose

Reporting to the Building Services Supervisor, the housekeeper performs general housekeeping activities within the established guidelines for health and safety, infection control and quality management.

The Housekeeper is required to perform their duties in a manner that is consistent with the Core Values of the home that supports the 'Colour It' resident led philosophy of care to ensure resident safety, and demonstrate customer service excellence.

Responsibilities

General

- Provides all aspects of environmental cleaning in assigned work areas;
- Using specified cleaning/disinfecting/sanitizing agents, maintains optimal levels of infection control within the work area;
- Following standardized procedures, is responsible for all cleaning within resident rooms, common areas and service areas within the home;
- Ensures privacy of residents during performance of duties;
- Prepares room for new occupant following prescribes procedures to ensure tour ready at all times;
- Notifies supervisor when supplies are low or equipment is malfunctioning;
- Performs other tasks as assigned by the Manger.

Quality Management

- Participates in all aspects of the Quality and Risk Management program as it pertains to housekeeping;
- Contributes to the development of recommendations for corrective action.

Occupational Health & Safety

- Advises supervisor or designate immediately of all staff incidents that may result in an Occupational Accident Claim, any concerns with the physical plant, incidents or injuries and completes required reports;
- Follows all health and safety policies and procedures. Work safely to reduce the risk of injury to self, co-workers and residents;
- Wears personal protective equipment as designated;
- Maintains a clean, safe environment for residents utilizing infection control principles;
- Maintains a sound working knowledge of their roles and responsibilities during all emergency situations when working different shifts.
- Contributes to the development of recommendations for corrective action.

Family & Resident Relations

- Contributes to positive customer service with residents and families in day to day work;
- Deals tactfully and courteously with residents, resident's family, visitors and staff in a positive manner.

Ministry of Health Compliance

- Contributes to the implementation of processes and systems to ensure compliance to all standards on an ongoing basis.

Qualifications

- Grade 10 education or equivalent;
- Ability to complete multiple tasks within a time frame established;
- Good oral and written communication skills;
- Ability to effectively communicate with residents and staff;
- Ability to work independently or as a team;
- Strong customer service skills.

Working Conditions

- Modern facility, temperature controlled, smoke free environment
- Hours of work include scheduled shifts and call-ins, and may include day, evening, weekdays and weekend shifts. There is a requirement to work statutory holidays;
- Required to meet deadlines;
- Work is in a home-like medical care area and requires interaction with residents and their families. The workplace is fast paced, with frequent disruptions and

distractions, while meeting preset deadlines. Must be flexible to changing needs of the residents, staff and operational issues, as they are presented.

Identified Hazards

- Physical Demands Analysis outlined on pages 4-6;
- Potential exposure to bodily fluids through regular Resident contact;
- Some stress resulting from dealing with Resident care needs, behaviours and time pressures;
- Exposure to unexpected behaviours of Residents (i.e. yelling, swinging of arms, aggressive behaviours, etc.)
- Exposure to Occupational Diseases of Residents (i.e. Influenza)

Contacts

Internal Working Relationships

Building Services Supervisor, front line staff, Residents

External Working Relationships

Families, Contract Service Providers

Impact of Error

Errors may lead to ineffective performance and may result in injury to self, others and residents.