



Riverwood Square

ADMINISTRATION MANUAL			
SUBJECT: Job Description Housekeeping Laundry			PAGE: 1 of 3
DEPARTMENT: Maintenance		EFFECTIVE: November 2010	

Position Title:

Housekeeping Laundry

Position Summary:

The housekeeper laundry person is responsible and accountable for the maintenance of high standards of cleanliness. They shall clean and sanitize resident suites and common areas.

Responsible to / Reports To:

Maintenance Manager

Qualifications:

- **Education**
 - WHIMIS Training an asset

- **Experience**
 - Life and work experience in working with older adults an asset
 - Previous experience in a housekeeping environment or commercial laundry facility an asset or willingness to learn

- **Knowledge, Abilities and Skills / Key Competencies**
 - Effective written and oral communication skills in English
 - Ability to work independently and safely with minimal supervision
 - Must be flexible and able to adapt to change on a day to day basis

- **Criminal Record check required (including Vulnerable Persons / Abuse registry check)**

Position Duties and Responsibilities:

1. Quality Resident Service

- Ensures the privacy of the Resident's suite completing cleaning and sanitizing with minimal disruption to the Resident.
- Respects the contents of a Resident's suite handling furnishings with care
- Receives work assignment, assembles required equipment, materials and supplies.
- Using specified cleaning, disinfecting and sanitizing agents follows policy, procedures, and routines to perform the following:
 - *Vacuuming, sweeping, dry/wet mopping, scrubbing, sanitizing/disinfecting floor surfaces.*
 - *Spot clean walls, windows and doors between deep cleaning.*
 - *Dusting, emptying wastebaskets, putting furniture back in place in common areas and replenishing supplies.*
 - *Cleaning floors, fixtures and furnishing in utility rooms, laundry rooms, recreation rooms and lounges.*
 - *Sanitizing and cleaning public washrooms and replenishing supplies.*
 - *Deep cleaning of rooms as directed and as per schedule.*
- Prepares suites for new Residents as directed.
- Collects and receives laundry and sorts according to type, condition, classification and weight.
- Follows instructions for treatment of stains and heavy soil.
- Washes and dries laundry following instructions for machine operations, designated washing and drying times.
- Mangles laundry as per manufacturer instructions.

- Reports to the General Manager or Maintenance Manager, verbally and/or in writing, any changes in a Resident's physical, emotional, behavioural or cognitive functioning. The report should include the date and time of what was observed.

2. Environmental Services

- Ensures resident's suite and common area(s) are maintained in a safe, clean and comfortable condition.
- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines..
- Uses infection control techniques in public areas
- Proper procedures utilized for maintenance of equipment.

3. Social Environment

- Participates in and encourages meaningful social and recreational activities, respecting individual choice.

4. Health and Safety

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.

5. Administrative

- Adheres to provincial and federal regulations, as well as site policies and guidelines, regarding confidential and personal information.
- Communicates (both verbally and written) to the appropriate staff member/supervisor all relevant information regarding the resident and/or family as well as environmental concerns
- All staff are responsible for ensuring the safe, economical and efficient use and maintenance of resources, equipment and supplies.
- All staff must adhere to site policies and procedures.

6. Interpersonal Skills

- Uses a respectful, courteous, caring, understanding and empathetic approach to guide their words, actions and attitude.
- Promotes the site in a positive manner demonstrating a commitment to its service excellence.
- Builds and maintains friendly, reciprocal and warm relationships with individuals and groups
- Assists residents in a manner that preserves dignity and promotes independence.
- Listens, understands and responds appropriately when interacting with the resident, resident's family and visitors
- Works effectively within a team environment
- Works collaboratively with supervisory/management staff.

7. Continuing Education

- Assumes personal responsibility for maintaining and enhancing current skills.
- Shares learned knowledge and skills with peers.

8. Other duties

- Other duties as assigned