

Housekeeper – Supportive Housing

Effective: 17 October 2018

Revised: 01 November 2018

SUMMARY

- Provides regular cleaning and minor maintenance of client rooms;
- Provides cleaning and minor maintenance to other areas in the building as needed or directed;
- Interacts with clients with kindness and without judgement;
- Coaches clients to establish regular routines to manage their belongings and avoid clutter;
- Assists clients to maintain a clean, tidy, and healthy environment;
- Assists the cook and Food Services Coordinator with food preparation, service, and cleanup;
- Observes, documents, and reports important occurrences on the worksite, including changes to the building, security matters, and changes in the behaviour of clients;
- Calls 911 in emergencies.¹

QUALIFICATIONS

Education

1. Completion of grade 10;
2. Foodsafe;
3. Naloxone Training;
4. W.H.M.I.S. Certificate an asset;
5. Building Service Worker Certificate an asset;

Skills and Knowledge

INTERPERSONAL SKILLS

1. Remains calm when interacting with residents;
2. Maintains empathy, kindness, and a friendly disposition;
3. Maintains healthy personal and professional boundaries (see ICCS code of ethics);
4. Resists offering counselling, therapy, and advice;
5. Works as a member of a team and contributes to the programs therapeutic culture;
6. Practices self-care.

¹ Other functions listed in this job description or in supporting lists of shift responsibilities are secondary to the above functions and may occur after the above functions have been accomplished.

TASK RELATED SKILLS

1. Prior housekeeping experience an asset
2. Physically able to carry out the full range of duties described for this position
3. Able to organize work;
4. Able to operate common cleaning equipment;
5. Experiences serving meals in compliance with the Foodsafe and related requirements;
6. Prioritizes tasks and manages time to complete all duties;
7. Follows protocols and procedures consistently and faithfully, and maintains efficient routines;
8. Adapts to changes in the work environment, including changes in technology and best practices;
9. Acquires new skills to maintain competency on the job.

COMMUNICATION SKILLS

1. Able to communicate with residents who may be under the influence or experiencing distress or illness;
2. Communicates well verbally and in writing and masters the required technology and applications.

KNOWLEDGE

Possesses relevant knowledge about:

1. The role of a Housekeeper in a supportive housing environment;
2. Lifting heavy objects;
3. Using, storing, and disposing of cleaning products, chemicals, and materials;
4. Universal precautions regarding cleaning up bodily fluids and products;
5. "Street culture" and strategies used by street entrenched individuals to obtain services;

Sensitive to:

1. Cultural and ethnic differences.

REQUIREMENTS

1. Follows society policies, code of ethics, and guidelines;
2. Follows Foodsafe;
3. Works independently according to established cleaning schedules;
4. Possess and maintain a high level of physical fitness;
5. Is cleared by the Solicitor General for working with vulnerable adults prior to working a shift;²
6. Understands the philosophy of ICCS and adhere to and reflect the Society's values and code of ethics;
7. Become a member of the BCGEU (union), and maintain such membership, upon completion of thirty (30) days as an employee;
8. Has dependable transportation;
9. Remains on site, except where directed to do otherwise by the program manager, a law enforcement officer, or equivalent; or in the case of a fire, danger, or natural disaster that requires evacuation;
10. Attends work as scheduled except for reasons outlined in the collective agreement.

² Generally this occurs after a person has made submission to the Ministry of Public Safety and Solicitor General's "Criminal Records Review Program," via a consent to a CRIMINAL RECORD CHECK. Confirmation must be received prior to training or working a shift. See the Operations Manager for details.

DUTIES

CLEANING

1. Cleans and tidies client rooms according to established schedules;
2. Once the room cleaning schedule is complete, cleans other areas in the buildings;
3. Vacuums carpets; and dry and wet mops floors daily;
4. Shampoos and deep cleans carpets on a regular basis;
5. Scrubs, strips, seals, waxes, buffs and polishes floors on a regular schedule;
6. Dusts and washes walls, windows, ceilings, air vents, ducts, tables, counters, light fixtures, kitchen counters, vents, closets, mirrors and ledges according to schedules;
7. Removes garbage and recycling from buildings to dumpsters, bins, or similar pickup locations;
8. Disinfects all assigned cleaning surfaces throughout the buildings;
9. Washes and disinfects bathroom fixtures such as toilets, tubs, showers and sinks; polishes chrome; wipes walls and doors;
10. Cleans and cares for furniture, including vacuuming, removing stains and shampooing;
11. Assists with food preparation, service, and cleanup, including dishwashing and sanitation;
12. Strips linen from and remakes beds for residents when designated in their personal plans;
13. Consults with Support Workers and the manager when clients prevent the completion of cleaning duties;
14. Advises the Manager of any problems with cleaning equipment or supplies and reports noticeable damage to building surfaces or equipment;
15. Operates and maintains manual and electric cleaning equipment;
16. Performs assigned duties in the Laundry Room;
17. Returns laundry to assigned rooms according to personal plans;
18. Organizes and communicates their work activities to the manager;
19. Moves and transports heavy furniture and/or equipment manually and/or using aids such as dollies and carts;
20. Clears snow from walkways and building entrances;
21. Uses power washing equipment where needed to maintain a clean and attractive exterior;
22. Performs terminal cleans of resident rooms as required;
23. Stocks and replenishes supplies such as paper products, cleaning supplies, & other items related to housekeeping duties.

MAINTENANCE, SAFETY, AND SECURITY

1. Maintaining and promoting a safe work environment;
2. Submits maintenance requests;
3. Assists with unplugging toilets, clearing plugged drains, etc.
4. Makes minor maintenance and repairs such as replacing light bulbs or batteries in smoke detectors;
5. Reports any damage to furniture, buildings, etc. to the manager;
6. Assists with security checks as needed;
7. Visits common areas like washrooms, laundry room, etc. to maintain supplies and cleanliness;
8. Secures buildings and areas that are locked for periods of time and arms and locks doors and windows as required.

ADMINISTRATION AND DOCUMENTATION

1. Performs administrative duties to maintain logs, lists, and files related to housekeeping;
2. Completes duty and cleaning lists;
3. Records safety concerns for the manager and Occupational Health and Safety Committee;

OTHER DUTIES

1. Completes all shift responsibilities as per duty lists, including seasonal duties such as snow shovelling;
2. Joins the Supportive Housing team to discuss resident services, improvements to organization, and similar matters;
3. Assists the society with fundraising, public relations campaigns, workshops and special events;
4. Other duties as assigned by management.