



POSITION DESCRIPTION

POSITION TITLE: Lead - Environmental Services **DEPARTMENT:** Environment Services
CLASSIFICATION: Management **APPROVED BY:** Regional Lead – Human Resources
UNION: Out of Scope **DATE APPROVED:** November 28, 2018

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Manager – Environmental Services or Director, Health Services
POSITIONS SUPERVISED: Housekeeping Aide, Laundry Aide, Supervisor - Lead Hand, Coordinator – Environmental Services

POSITION PURPOSE

The Lead - Environmental Services is accountable to the Manager - Environmental Services or the Director, Health Services and is responsible for the development, coordination, implementation, evaluation and operation of Environmental Services at their facility/facilities.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

Principal Duties & Responsibilities

- Supervises Environmental Services staff.
- Responsible for hiring and discipline within the designated departments.
- Formulates policies and procedures for department operation.
- Establishes and monitors department goals and objectives.
- Participates in facility and regional planning.
- Participates in budget preparation as applicable.
- Assures proper scheduling of staff in Environmental Services.
- Conducts employee evaluations in accordance with guidelines.

- Assures effective and efficient quality housekeeping and laundry services are provided to the facilities designated, meeting required standards.
- Develops contingency plans for continuance of departmental operation during labor disruptions and emergency situations (fire, electrical failure, floods, etc).
- Plans, organizes and evaluates departmental quality assurance.
- Operates departments within established funding guidelines.
- Promotes and maintains a safe workplace for employees.

Professional Responsibilities

- Evaluates support services on an ongoing basis.
- Ensures delivery of quality services involving assessment, planning, implementation, evaluation and appropriate documentation.
- Establishes monitors and evaluates annual objectives for the designated departments in conjunction with staff and regional program teams.
- Consults with Manager - Environmental Services.
- Implements site and regional CQI Utilization Program as Risk Management Activities through development and preparation of CQI reports, auditing, monitoring and follow-up with staff.
- Ensures the adequate provision of orientation and in service programs for staff.
- Ensures compliance with established policies and procedures by staff.
- Investigates client/patient incidents/complaints, concerns and is responsible for follow-up as appropriate.
- Maintains awareness of safety, security and emergency policies and procedures and ensures compliance of staff to same.
- Participates in the development of plans for new programs and revision of existing programs in collaboration with the other members of the program management team.
- Identifies trends in health care services and participates in the development of professional programs and services accordingly.

Resource Management - Human Resources

- Responsible for interviewing, selecting and hiring competent and proficient unit staff necessary to provide and support the highest quality care within existing resources.
- Identifies and implements the remedial measures to correct performance or disciplinary problems and is responsible for applying progressive disciplines up to and including suspension and/or dismissal.
- Manages human resources, interprets and applies site and regional policies and collective agreements.
- Addresses all grievances at the appropriate stage. As appropriate, consults with the Director - Support Services or the Director, Health Services and Human Resources on matters related to personnel and contractual issues.
- Provides leadership to create an environment conducive to effective working relationships.
- Establishes standards and monitors employee performance, including conducting performance reviews and follow-up of personnel.
- Identifies staff potential and promotes their development to enhance service delivery.
- Coaches and facilitates performance of personnel.
- Schedules staff consistent with operational needs and contractual requirements.
- Manages requests for leaves of absence, vacation allocations and overtime authorization.
- Is responsible for attendance management of all staff on designated areas.

Fiscal

- Analyzes issues and trends that impact the budget and fiscal management in the department and takes appropriate action.
- Allocates resources (human, financial space) in collaboration with the Manager - Environment Services.
- Participates in the preparation of annual capital and operating budgets.
- Approves expenditures as per Regional Finance policy.
- Monitors the budget on a regular basis, takes corrective action as necessary and reports variances.
- Identifies, areas of unnecessary expenditure in supplies, services, devises, and implements methods to reduce and/or reallocate same.

Material/Environmental

- Ensures that there are sufficient equipment/supplies for the provision of services and makes recommendations for purchasing new and/or replacement equipment.
- Orders equipment and supplies within allocated resources.
- Participates in the planning of renovations.
- Ensures appropriate security and utilization of supplies and equipment.
- Ensures equipment is maintained.
- Collaborates with Infection Prevention & Control.
- Is responsible for safe work practices in the departments.
- Cooperates with the Workplace, Safety and Health Committee.
- Ensures that staffs are knowledgeable regarding proper use, storage and handling of equipment and hazardous materials and remain current with WHMIS education.

Communication

- Communicates, cooperates and consults appropriately with the Manager - Environmental Services, Director, Health Services or Director, Support Services.
- Communicates effectively with staff both individually and as a group, verbally and in writing as appropriate to promote efficient functioning and a positive work environment.
- Conducts regular department staff meetings.
- Facilitates effective and efficient interdepartmental communication and operation.
- Liaises with other disciplines and committees.
- Organizes, chairs and participates actively on internal/external committees.
- Maintains and fosters confidentiality in all matters pertaining to the region, clients/residents and their families, and other staff members.

Leadership

- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- Co-ordinates/facilitates the activities and staff in the assigned areas in a manner that ensures quality service to the clients.
- Collaborates with all disciplines to facilitate an efficient, effective operation of the assigned areas.
- Maintains contact with counterparts in other health care programs/sites and professional associations to keep abreast of best practice issues and changes in the delivery of care.

- Facilitates an environment which fosters change that is in keeping with the Regional Board Ends/Core Values, philosophy and strategic plans.
- Facilitates a positive work environment through valuing and implementing an empowered model of practice.
- Acts as a resource to staff in decision-making utilizing the decision making process, professional conceptual frameworks and appropriate resources.
- Facilitates growth and ensures that educational opportunities are provided for the staff. Coaches, advises and supports staff in achievement of identified goals and objectives.
- Demonstrates creativity, adaptability and critical thinking skills in order to influence and sustain change and a positive work environment.

Quality Improvement

- Articulates and implements the philosophy, concepts and processes of quality improvement consistent with that of the Region.
- Implements the CQI process through: identification, development, implementation, and evaluation of CQI activities.
- Identifies, in collaboration with staff, the need for revised policies and procedures in the assigned areas and initiates necessary changes.
- Identifies, investigates and analyzes occurrences and risk management situations, and implements appropriate follow up.
- Creates and implements audits related to the areas of responsibility and shares results with staff, area and region.
- Maintains records of CQI activities, submits written reports as required, and develops plans re: areas for improvement, implementation and evaluates these.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Performance is measured against the above-identified essential functions and basic duties.
2. Performance appraisal is completed prior to completion of probationary period, then completed bi-annually.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade XII Education (Manitoba Standards).
- Completion of Post-Secondary Education relevant to the position.

- Completion of Management or Supervision courses/training.

KNOWLEDGE REQUIRED:

- Knowledge and proficiency utilizing Microsoft Office Suite programs (Word, Excel, Outlook, PowerPoint) and Internet.
- Knowledge of Labor Law and Workplace Health and Safety Regulations.
- Knowledge of Occupational Hazards, Safety Precautions related to a health care setting.

EXPERIENCE REQUIRED:

- Minimum three (3) years in a Management/Supervision capacity required.
- Experience in Human Resource Management which includes: labour relations, collective agreement interpretation, discipline process, training needs assessment, performance appraisals, and absenteeism review.
- Experience with cleaning and laundry in a facility.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated leadership and management skills.
- Demonstrated analytical and organizational skills.
- Demonstrates problem solving skills.
- Demonstrated effective interpersonal and verbal and written communication skills.
- Demonstrated ability in initiating changes and improvements within a continuous Quality Improvement environment.
- Demonstrated ability to prioritize in a changing environment.
- Demonstrated ability to develop policy and procedures.
- Demonstrated independent judgment.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.

WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.
 - May work occasionally evenings and weekends as necessary.
 - Will be required to travel to other regional facilities as the position duties may require.
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SALARY SCALE:

As Per Non-Union Salary Scale

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.