



## POSITION DESCRIPTION

**Position Title:** Supervisor – Lead Hand  
**Department:** Environmental Services  
**Classification:** Supervisor/Lead Hand  
Lead Hand – Housekeeping / Laundry  
**Union:** CUPE  
**Approved by:** ED/VP Team  
**Date approved:** 2018/Nov/28

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### REPORTING RELATIONSHIPS

Position reports to: Manager – Environmental Services

Positions supervised: Housekeeping Aide, Laundry Aide

### POSITION PURPOSE

Reporting to the Manager – Environmental Services, the Supervisor – Lead Hand is responsible for maintaining the quality of laundry and linen production, maintaining housekeeping routines and standards of practice, assisting in the orientation and training of housekeeping and laundry staff. The Supervisor – Lead Hand is responsible for working in collaboration with the Manager.

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:

- Coordinates the processing of linen, personal clothing and other related items in a prioritized approach to achieve pre-established outcomes.
- Organizes system checks regarding the condition of linen for repair or replacement.
- Carries out the functions of Environmental Services when the department is short staffed by replacing staff, reorganizing work load to cover heavy relief, vacation, sick or orientation of new staff.
- Stores, maintains and recommends approved linen and housekeeping supply inventory

levels based on standardized purchasing practices.

- Assists in the effective and efficient provision of staff resources to meet programming needs (for example work assignments.)
- Participates in quality improvement, risk management and utilization statistical initiatives including production records and departmental audits.
- Reports any unusual situations such as mechanical failures or negative conditions as observed in assigned area to the Manager and/or Plant Maintenance.
- Participates in the development, review and education of departmental/facility/regional policies and procedures including Infection Prevention & Control, Workplace Health & Safety regulations, as it relates to the department.
- Ensures that all duties are completed in compliance with all relevant policies, procedures, standards and regulations, including Infection Prevention & Control, Workplace Health & Safety and Safe Work Procedures.
- Collaborates with the Service Team to identify and recommend actions that will improve the functioning of the department/service.
- Promotes and maintains a positive working environment within the departments.
- Communicates changes in practices and procedures in the department to appropriate stakeholders.
- Ensures staff maintains expertise as new methods and techniques are developed and introduced.
- Collaborates with the Manager and participates in the investigation of complaints/concerns and occurrences.
- Informs the Manager of current activities through formal and informal reporting.
- Provides input on the performance of reporting personnel as requested by the Manager.
- Coaches and facilitates performance of reporting personnel in the department.
- Acts as a departmental resource in the orientation of new staff and the educational activities of Housekeeping/Laundry staff.
- Participates in departmental meetings.
- Functions as a resource to other departments/programs/facilities regarding housekeeping.
- 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 Standard)
- Certificate in Leadership or completion of Supervision courses
- Other equivalent relevant experience considered

### Knowledge required:

- Knowledge and proficiency utilizing Microsoft Office program (Word, Excel, and Outlook)

### Experience required:

- Minimum of three (3) years recent and relevant experience in Housekeeping/Laundry Services
- Demonstrated ability to use Housekeeping/Laundry technology, equipment and techniques

### Skills/Competencies/Conditions of employment:

- Demonstrated ability to follow verbal and written directions
- Demonstrated ability to handle chemicals and cleaning supplies as per defined procedures
- Demonstrated ability to work independently as well as with others
- Demonstrated ability to communicate effectively with staff, health care professionals and co-workers
- Demonstrated ability to establish and maintain positive working relationships
- Demonstrated ability to provide leadership
- Demonstrated flexibility in adjusting to a changing environment
- Demonstrated ability to problem-solve within the responsibilities of the position
- 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

## **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

## **SALARY SCALE**

As per CUPE Collective Agreement

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*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.*