



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Custodian	
Position Number	Community	Division/Region
37-15552	Sambaa' K'e	Operations/Dehcho

PURPOSE OF THE POSITION

The Custodian is responsible for providing custodial services and maintaining infection control standards. These functions are carried out within accepted cleaning practices and procedures, adhering to the acts, regulations, policies and procedures of the Government of the Northwest Territories and Northwest Territories Health and Social Services Authority. The Custodian is also responsible for transportation and courier services, monitoring and ordering of janitorial supplies and minor maintenance of the facility, equipment and authority vehicle(s).

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchq regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchq Community Services Agency (TCSA) will under operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Smbaa' K'e, the Custodian reports to the Regional Manager, Operations. The incumbent works as part of a team and is responsible for the cleaning of the facilities exam rooms, offices, public areas, washrooms, boardroom, patient holding rooms, x-ray rooms, laboratory and pharmacy. Should the incumbent not clean/disinfect appropriately, staff/patients/visitors could be exposed to infectious diseases and hazardous conditions, e.g., slipping, injury. The incumbent works throughout the facility and has contact with employees, clients, residents and the general public.

The incumbent provides operational support for routine services such as moves and changes, client assistance, along with building services including building services, waste management, and total ground management of NTHSSA facilities.

The work environment exposes the job holder to sick and chronic care clients and families dealing with grief. The incumbent needs to communicate effectively and quickly with the public and health professionals who may be anxious in emergency situations. On occasion, incumbents may receive verbal abuse, therefore patience, tact, and sound judgment are required as well as use of non-violent crisis intervention techniques. There is an expectation to work on multiple tasks, as well as the need to constantly prioritize as demands dictate.

As an employee of NTHSSA, the incumbent must present and conduct him/herself in accordance with the NTHSSA's policies and procedures to ensure positive public perception of the facility.

RESPONSIBILITIES

1. Cleans and disinfects assigned areas in accordance with safe working practices, protocols and procedures, to ensure the environment is clean and safe from disease.

- Transport cleaning supplies on utility cart to work areas;
- Wipes all surfaces, including; sinks, tubs, toilets, mirrors, furnishings and equipment with disinfectant (uses germicidal agent for all damp/wet procedures);
- Cleans floors by dry/wet mopping/vacuuming and polishing;
- Spot cleans as required;
- Cleans and disinfects areas requested by their supervisor;
- Replenishes supplies;
- Provides care and maintenance of all equipment utilized, e.g. carts, machines;
- Remove waste garbage and sharps from laboratory and other areas;
- Monitoring all equipment for unusual noises, smells, etc., to ensure units are functioning properly;
- Reports malfunctions/concerns to supervisor;
- Full cleaning of all areas quarterly, biannually and yearly;

- Cleans all surfaces with disinfectant including vents, walls, wheelchairs, beds, windows and some medical equipment;
- Attend in-service when available to ensure safe and capable operation of machines/equipment and personal safety;
- Performs other related duties as required.

2. Provides operational support for routine services on behalf of the NTHSSA.

- Snow removal from NTHSSA properties;
- Regular striping and waxing of floors in facilities;
- Moving furniture in and out of offices or between facilities;
- Removing trash and keeping properties clean of debris;
- Regularly cleans the interior and exterior of NTHSSA fleet vehicles;
- Lawn mowing and grass removal in NTHSSA properties;
- Provides relief laundry services as required;
- Provides transportation services as required.

3. Provides laundry services for the Health Center and housing units.

- Sorts soiled linen received from internal sources;
- Sorts by categories to prepare for washing/drying;
- Loading and programming of washers and dryers according to the type of linen being processed;
- Fold and iron linens after the drying period;
- Monitoring equipment to ensure they are working properly;
- Transport clean laundry back to the originator.

WORKING CONDITIONS

Physical Demands

The job holder spends long periods of time standing, walking, stooping, lifting and bending, and spends a moderate amount of time pushing and pulling when moving furniture, cleaning floors and property maintenance. The incumbent must be prepared to work in various positions i.e. working at heights, lying on the floor etc. Occasional physical exertion may be required. There are occasions when heavy lifting is required such as moving furniture, space reorganization and receiving unusual and heavy deliveries etc.

Environmental Conditions

Incumbent works in a primary health care environment dealing with sick clients and elderly residents, with some exposure to illness. On a daily basis the incumbent is exposed to substantial biomedical hazards. This position may be required to work in extreme hot and cold conditions for extended periods of time when performing outdoor work such as lawn care and snow removal.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and application of current procedures and protocols, e.g. WHMIS and universal precautions
- Knowledge and application of safety procedures to ensure a safe environment
- Ability to express and comprehend oral and written English
- Ability to work with minimal supervision and prioritize workload
- Ability to be flexible and adaptable to work environment
- Physically able to meet demands of bending, lifting, and twisting positions
- Sensitivity to cultural diversity

Typically, the above qualifications would be attained by:

The completion of grade 12 or equivalent and 1- 2 years of experience working directly within a Health Care Facility.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

NTHSSA-Dehcho Regional Requirements

- A basic knowledge of computers is an asset.
- Must have a valid driver's license.

Position Security

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred