



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Facilities Maintainer	
Position Number	Community	Division/Region	
48-16451	Fort Smith	Operations / Fort Smith	

PURPOSE OF THE POSITION

The Facilities Maintainer is responsible to operate repairs, maintain and monitor the operations of the assets (grounds, equipment, etc.) of the Northwest Territories Health and Social Services Authority - Fort Smith Region, and support client departments in their operational and emergency needs.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chʼo regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. HSS 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 HSS staff.

While the Tłı̨chʼo Community Services Agency (TCSA) will 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 NTHSSA clinical standards, procedures, guidelines and policies.

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.

The NTHSSA - Fort Smith Region (FSR) is responsible for the effective delivery of Primary and emergent Health Care and Social Services to approximately 2,500 residents of Fort Smith and surrounding area. The Regional Facilities include one Type C Health Facility and a 28 Bed Long Term Care Facility.

Located in Fort Smith, the Facilities Maintainer reports to the Regional Manager, Operations and ensures that individual needs are correctly addressed and that adequate equipment and supplies are available to meet the needs of program areas. The incumbent ensures that all tasks are completed according to standards, guidelines the policies and procedures of the NTHSSA-FSR; and Accreditation Canada Standards and Required Organizational Practices (ROP). As well, this position ensures that decisions are made in consultation with all affected team members and that the decisions are consistent with best practices.

The Facilities Maintainer works within the federal and territorial legislation and policy framework. The position carries out its responsibilities in accordance with Government of the Northwest Territories (GNWT) Acts, Statutes, Regulations, Directives, Policies; the Department of Health and Social Services (DHSS) and the NTHSSA-FSR to effectively meet the needs of the clients served by the NTHSSA-FSR.

A critical component of this position involves the development of collaborative working relationships and linkages with internal and external agencies and organizations who share in the common goal of quality service delivery. These agencies and organizations include but are not limited to: clients, general public, and Fort Smith Region staff, Medical Staff, DHSS, Town of Fort Smith and other HSS Regions within the Northwest Territories.

RESPONSIBILITIES

1. Operates the environmental, safety and client care systems for the safety and comfort of building occupants in accordance with all standards, codes and regulations.

- Within scope of training, troubleshoots and repairs oxygen concentrator, medical air and medical vacuum systems.
- Within scope of training, assists in operation of the emergency generator.
- Within scope of training, assists in trouble shooting and repair of the Steris disinfecting and sterilization equipment.
- Controls building access through maintenance and programming of the SALTO lock system.
- Distributes SALTO FOBs according to established access schedule.
- Liaises with vendors and technical field specialists to assist in troubleshooting and repair or arranging emergency response visits.
- Logs and records activities in maintenance log.

- 2. Repairs equipment, systems and building structure to ensure smooth and continual ongoing operation of all Fort Smith Region facilities (including residences).**
 - Creates and maintains a work order system to ensure needs of program areas are communicated and addressed.
 - Performs plumbing repairs, and completes minor tasks including electrical, replacement of switches, wall plugs, florescent ballasts, and minor repair of dietary equipment.
 - Troubleshoots and repairs nurse call stations.
 - Repairs patient beds, commodes, wheel chairs, hydraulic lifts, tubs, tub chairs, office furniture and chairs.
 - Assists housekeeping department with high level cleaning operations.
 - Manages the facility's oxygen concentrator, oxygen inventory, distribution and transport of portable oxygen to all wards and facilities of the NTHHSA-FSR.
 - Maintains organization and order in the basement storage areas of the NTHHSA-Fort Smith Region office.
 - Liaises with Department of Infrastructure for more complicated work orders or those that relate to the building, boilers and HVAC systems.
 - Logs and records activities in maintenance log, maintenance of documentation.
- 3. Conducts maintenance through routine inspections to ensure that NTHSSA-Fort Smith Regions' facilities operate in a safe and economical way.**
 - Conducts monthly safety inspections of restricted Authority areas and reports to applicable Occupational Health and Safety (OHS) personnel.
 - Inspects, troubleshoots and repairs or arranges for repair of interior and exit lighting.
 - Establishes and maintains routines for monthly routine checks for fire extinguishers, emergency lighting, and emergency eye wash stations.
 - Maintains documentation of all inspections records.
- 4. Participates in several NTHSSA-Fort Smith Region emergency response plans such as fire, mass casualty, loss of utilities as well as equipment and system failures in accordance with all standards, codes and regulations to ensure safety of patients, staff and visitors.**
 - Member, Emergency Measures Committee.
 - Participates in all training exercises.
 - Assists the Department of Infrastructure with monthly fire drills.
- 5. Participates as a member of the Occupational Health and Safety Committee.**
 - Member, Occupational Health and Safety Committee
 - Conducts monthly safety inspections of restricted Authority areas and reports to Occupational Health and Safety.
- 6. As directed, performs cosmetic maintenance such as carrying out alterations, enhancements and/or minor renovating, in accordance with all standards, codes and regulations, to ensure all clients requests and needs are met.**
 - Basic carpentry, rough and finished.
 - Painting.

- Minor plumbing and electrical alterations.
 - Logs and records activities in maintenance log, maintenance of documentation.
- 7. Provides operational supports for routine services such as moves and changes, patient assistance, along with building services such as waste management, and total grounds management for all NTHSSA-FSR facilities which includes yard work and snow removal from sidewalks and fire escape routes.**
- Assists with bulk order receipt and storage.
 - Relocates furniture from facility to facility or within facility.
 - Removes garbage and bio-hazardous waste to the appropriate disposal locations.
 - Transfers excess garbage to landfill as required.
 - Snow removal from Fort Smith Region sidewalks, and fire escape routes.
 - Lawn maintenance and keeping properties free of debris.
- 8. Vehicle fleet management.**
- Maintains a current list of designated cars, users and programs.
 - Ensures vehicles are equipped with cold weather supplies, first aid kits, etc.
 - Coordinates routine and emergency repairs and maintenance to all government vehicles and maintain log of this maintenance.
 - Periodically washes vehicles.
 - Assists with re-fueling as required.
 - Maintains a comprehensive record of all repairs, maintenance and inspections of each vehicle.

WORKING CONDITIONS

Physical Demands

The distance between the facilities of the Fort Smith Region requires personal mobility and short haul travel on a frequent basis and is often required to manually transport tools, supplies, parts, etc. between facilities. This position also required working with professional tools/ equipment on a frequent basis, many of which require specialized training. Due to the nature of repair and installation work, the employee must be prepared to work in various or unusual physical positions (i.e. working at heights, lying on the floor, confined spaces, etc.). Specialized training is required for some situations. Occasional extreme physical exertion may be required. Heavy lifting may be required at such times a furniture moving, space re-organization, and receiving unusual and heavy deliveries.

Environmental Conditions

This position is exposed to substantial electrical, chemical, mechanical, thermal and biomedical hazards on a daily basis. This position may be required to work in extreme cold or hot areas for extended periods of time. This position frequently experiences rapid climate change due to the required travel from facility to facility. This position may be exposed to unusual and unpleasant locations such as crawl spaces, manholes, etc., in the course of conducting repair work.

Sensory Demands

This position routinely works with complex environmental systems, equipment and devices. Operational condition checks, fault repairs and maintenance required prolonged levels of attention in order to discern conditional discrepancies and safety conduct actions. Areas that require repair may be dimly lit causing eye strain. There may be exposure to white noise or background noise of equipment or machinery. As this position is situated in a Health Center, the incumbent may be exposed to unfavourable sights, smells or sounds. The incumbent relies heavily on each of their senses for clues during troubleshooting of various problems or situations. The incumbent must have the ability to make logical deductions and conclusions from the sensory input they receive when troubleshooting.

Mental Demands

Often the incumbent will encounter problems that pose immediate and serious disruption to the delivery of healthcare. This required quick and decisive action and the ability to technically diagnose problems under pressure. This can place considerable stress and mental fatigue on the incumbent and requires the special ability to carry on multiple dynamically changing tasks simultaneously. The expectation to work on multiple concurrent projects and tasks, as well as the need to constantly prioritize for multiple clients who feel that their tasks or projects require top priority can be very stressful.

Situations may require abstract thinking to find creative and innovative solutions to problems. The incumbent may be exposed to palliative clients, grieving families, etc.

KNOWLEDGE, SKILLS AND ABILITIES

- Skills and the ability to effectively operate a wide range of equipment such as hand and power tools, snow clearing equipment, lawn equipment such as mowers tractors and the ability to assess appropriate application.
- Skills and the ability to effectively use diagnostic equipment to effectively carry out technical repairs and services on electrical, electronic, mechanical systems, equipment and devices.
- Ability to learn basic troubleshooting skills on advanced medical equipment (i.e. oxygen concentrators, disinfecting washers and sterilizers, etc.).
- Ability to lift weights up to 70lbs.
- Ability to communicate effectively and interact with others.
- Ability to accurately listen, understand and respond appropriately and effectively with individuals and groups.
- Organizational skills and the ability to multi task and prioritize workload; knowing how to complete duties with little or no direct supervision.
- Ability to treat people with dignity and respect and encourages input, teamwork and cooperation from others.
- Possesses computer knowledge including internet, word processing, e-mail (outlook), and spreadsheet applications (excel) as well as electronic workload management systems.

Typically, the above qualifications would be attained by:

The knowledge required to perform and carry out the responsibilities required for this position are typically 3 to 5 years (minimum) of industrial or commercial building maintenance experience and the completion of a recognized technical institute course such as a Building Maintenance Certificate.

ADDITIONAL REQUIREMENTS

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

Holds a valid class 5 driver's license.

Fort Smith Regional Requirements

Within the Fort Smith Region, the Facilities Maintainer must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS (Workplace Hazardous Materials Information System)
- Infection Control Standards
- Transportation of Dangerous Goods
- Safety Mask Fit testing
- CSA 317 - Infection Control in Hospitals/Health Centers/ Long Term Care Facilities during Construction, Renovation or Maintenance

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