



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Facilities Maintainer	
Position Number	Community	Division/Region
48-17388	Yellowknife	Stanton P3 & Facility Operations / Territorial Operations

PURPOSE OF THE POSITION

The Facilities Maintainer is responsible to operate, complete repairs, maintain, and monitor the operations of the assets (grounds, equipment, etc.) of the Northwest Territories Health and Social Services Authority (NTHSSA) – Stanton Territorial Hospital and Yellowknife Region, and support client departments in their operational and emergency needs.

SCOPE

NTHSSA is an independent public agency delivering a full range of health and social services programs and services under the jurisdiction of the Department of Health and Social Services (DHSS) to the public. The authority for NTHSSA to exist comes from the *Hospital Insurance and Health and Social Services Administration Act* (HIHSSA). This includes the establishment and appointment of the NTHSSA Leadership Council (Council) to govern the Authority.

Although this is the overarching legislation, NTHSSA in partnership with HSS has delegated authority to administer and comply with all or parts of many other NT health and social services Acts including but not limited to the: *Health Information Act*, *Health And Social Services Professions Act*, *Child And Family Services Act*, *Medical Care Act*, *Medical Professions Act*, *Mental Health Act*, *Midwifery Profession Act*, *Nursing Profession Act*, *Ophthalmic Medical Assistance Act*, *Optometry Act*, *Public Health Act* and *Social Work Profession Act*. Programs and services include primary, secondary, and tertiary health and social services covering family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. Along with the many clinics and health care centres operating throughout the NT, there are two hospitals under NTHSSA responsibility, a regional hospital in Inuvik and a one in Yellowknife servicing the entire NT. This hospital in Yellowknife is the Stanton Territorial Hospital (STH) and provides a full



spectrum of acute, outpatient and extended care services. It is the largest Branch of NTHSSA and is a key part of the territorial integrated approach to healthcare.

Two jurisdictions, Hay River and Tł'chǫ within the NT deliver local health and social services independent of NTHSSA. This situation adds a layer of complexity as the administration and assurance that local services are provided at NTHSSA standards must be established through a collaborative arrangement documented in a Memorandum of Understanding (MoU) between each jurisdiction and the Authority. The cost of services provided to residents of these regions that are delivered through NWTHSSA are recovered through a billing process.

The remainder of the NT is part of NTHSSA and is divided into five regions: Beaufort Delta, Sahtu, Dehcho, Fort Smith and Yellowknife with a Chief Operating Officer heading up each region.

Located in Yellowknife, the Facilities Maintainer is part of the STH P3 and Facility Operations Finance Branch and reports to the Manager, STH Facility Services and ensures that individual needs of the underhoused Shelter facilities are correctly addressed, as well as 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; 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; DHSS and the NTHSSA to effectively meet the needs of the clients served primarily in the underhoused Shelter facilities.

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 including but not limited to clients, public, staff, Medical Staff, DHSS, 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 supply, medical air, and medical vacuum systems.
- 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 access control, intrusion alarm, and security lock system.
- Distributes car access control cards according to established policy.
- 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, and in the CMMS work order system.

2. Repairs equipment, systems and building structure to ensure smooth and continual ongoing operation of all STH and Yellowknife Region facilities (which includes Shelter facilities and 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, lighting fixtures, patching & painting, fluorescent ballasts, and minor repair of dietary equipment.
- Troubleshoots and repairs nurse call stations.
- Repairs patient beds, commodes, wheelchairs, hydraulic lifts, tubs, tub chairs, office furniture and chairs.
- Assists housekeeping department with high level cleaning operations.
- Manages the facility's oxygen supply, oxygen inventory, distribution, and transport of portable oxygen to all wards and facilities for the regions.
- Maintains organization and order in the storage areas of the STH and Yellowknife Region facilities.
- Liaises with contractors and the 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 STH and Yellowknife 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 inspection's records and saved electronically.

4. Participates in 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 as required.
- Participates in all training exercises.



- Assists the program staff with monthly fire drills.
- Prepared to respond to fire, mass casualty, staff assistance, bomb threats, chemical spills, loss of utilities, equipment, and systems failures.

5. Participates as a member of the Occupational Health and Safety Committee and supports the fulfillment of Accreditation Canada Standards in the domains Operations.

- Member, Occupational Health, and Safety Committee.
- Conducts monthly safety inspections of restricted Authority areas and reports to Occupational Health and Safety.
- Works collaboratively with the Territorial Quality and Client Experience Team to implement program, and policy updates to align with the Accreditation Canada Standards of Excellence.
- Work collaboratively with the Territorial Quality and Client Experience Team to ensure contractors receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.

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 including millwork/casework refinishing and repairs.
- Patching and painting.
- Minor plumbing and electrical repairs and improvements.
- Logs and records activities in maintenance log, and work order system for archiving of maintenance 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 NTHSSA STH and Yellowknife region facilities.

- 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.
- Total 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 and 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 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., while 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 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 well as unfavorable 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

- Knowledge in the use of the CSA Z317.13 Standards for infection control during construction, renovation, and maintenance of health care facilities and Accreditation Standards (Infection Prevention and Control Standards).
- Computer knowledge including internet, work processing, e-mail (outlook), and spreadsheet applications (excel) as well as Computerized Maintenance Management System (CMMS) software to perform preventative maintenance on assigned equipment, vehicles, and systems.
- 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, building finishes, and devices.
- Ability to learn basic troubleshooting skills on advanced medical equipment (i.e., oxygen concentrators, disinfecting washers, and sterilizers, etc.).
- Ability to communicate effectively and interact with others.
- Organizational skills and the ability to multitask and prioritize workload; knowing how to complete duties with little or no direct supervision.
- Flexible/adaptable to change to perform other duties as required by the Manager or Director.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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, or other applicable technical trades certification.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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



Must hold a valid class 5 driver's license and satisfactory driver's abstract.

The incumbent must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

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

Position Security (check one)

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