



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Relief Housekeeping Aide	
Position Number(s)	Community	Division/Region(s)	
67-11990	Fort Smith	Operations /Fort Smith	

PURPOSE OF THE POSITION

The Relief Housekeeping Aide completes assigned cleaning and tasks to maintain a clean, safe and hygienic environment for patients, residents, staff and visitors in the wards, residences, offices and other areas of the Hospital, Health Centre and Northern Lights Special Care Home. The Housekeeping Aide works within the context of the vision and principles of the NTHSSA - Fort Smith and in accordance with the Housekeeping and Laundry Policies and Procedures Manual and the Accreditation Canada Standards.

SCOPE

The NTHSSA is the single provider of all health and social services in the NWT, with the exception of Hay River and Tłı̄ch̄o 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 Tłı̄ch̄o Community Services Agency will operate under a separate board and Hay River Health and Social Services Agency 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.

The NTHSSA – Fort Smith Region 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 28Bed Long Term Care Facility.

Located within the Fort Smith region, the Housekeeping Aide reports directly to the Regional Manager, Operations. The Relief Housekeeping Aide is responsible to complete a series of daily, weekly, monthly and yearly cleaning tasks, rotating between the Fort Smith hospital/health centre and Northern Lights Special Care Home (NLSCH) in accordance with the Workplace Hazardous Material Information System (WHMIS), other NTHSSA – Fort Smith policies and procedures and Accreditation Canada Standards. The work of the Housekeeping Aide directly impacts the health and well-being of patients, staff and visitors by providing a safe, secure, hygienic environment. Failure to successfully complete the assigned tasks could significantly impair the ability of the NTHSSA - Fort Smith staff to provide quality patient care and could lead to the spread of infectious diseases.

RESPONSIBILITIES

1. The Housekeeping Aide cleans the wards, offices and other areas of the FSHC and NLSCH facilities on a daily rotational basis.

Main Activities:

- damp dusts furniture, book cases, shelves, filing cabinets, desks (if cleared), pictures and telephones
- carbonizes beds, all tables, wardrobes and bedside tables
- damp wipes window sills, curtain rods, window frames and ledges
- cleans windows, inside
- cleans all washrooms (patient, staff and public), toilets and walls around toilets, sinks, urinals, tubs, counter tops and mirrors
- cleans examination tables, over bed and wall lights
- spot cleans walls
- empties and cleans garbage cans
- cleans X-ray table
- washes all stainless steel
- cleans elevator
- vacuums rugs
- wipes wheelchairs
- replenishes paper towels, paper cups, toilet tissues, hand soap, tissues

- 2. Performs heavy cleaning duties in wards, pods offices and other areas in the FSHC and NLSCH facilities according to an approved schedule.**

Main Activities:

- washes walls
- maintains floors by scrubbing, stripping, wax sealing, finishing and buffing using floor maintainer
- reports to the Regional Manager, Operations, any repairs needed on; floors, windows, electrical outlets, fixtures and furnishings, etc.

- 3. Performs heavy cleaning duties at FSHC and NLSCH according to an approved schedule.**

Main Activities:

- carbolizes examination tables daily
- scrubs housekeeping cart at least once a week
- cleans all furniture thoroughly at least once a month
- scrubs and refinishes all floors including cafeteria and common areas
- cleans all machines after use
- washes walls top to bottom once a year
- cleans elevator doors
- reports to the Regional Manager, Operations any repairs needed on; floors, windows, electrical outlets, fixtures and furnishings, etc.
- burnishes floors according to approved schedule

- 4. Provides daily cleaning at FSHC and NLSCH**

Main Activities:

- damp wipes the examination tables
- damp dusts wall lamps, ceiling lamps, floor lamps
- damp wipes window sills, curtain rods, window frames, shelves, pictures and ledges
- clean sinks, counter tops and soap dispensers
- damp dusts furniture, book cases, filing cabinets desks and telephones
- polishes all stainless steel (garbage cans, towel dispensers, kick plates and hand plates)
- cleans toilets and walls around toilets, windows and mirrors
- damp mops floors
- spot cleans walls daily, as required
- replenishes paper towels, toilet tissue hand soap paper cups, as required
- restocks housekeeping cupboards

- 5. Performs other Housekeeping duties as required.**

Main Activities:

- follows procedures for the safe handling, storage and use of hazardous materials and chemicals
- helps other Housekeeping Aides in Health Centre
- backfills in laundry at the Health Centre
- ensures that areas of the facility are secure when housekeeping duties are complete (i.e. lock any doors)
- attends staff meetings and in-service training sessions
- actively participates in disaster plan and fire safety drills
- maintains surveillance of facility, identify real or potential and report to Regional Manager, Operations

6. Responsible for all laundry services for the residents of NLSCH

Main Activities:

- washes, dries and folds all personal laundry
- sorts and returns personal laundry to resident rooms
- ensures delivery of all linens to health center for laundering

7. In conjunction with Regional Manager, Operations:

Main Activities:

- Ensures enough housekeeping supplies are available
- Notifies Regional Manager, Operations when supplies are low
- Ensures personal knowledge of best practice guidelines for cleaning of health care facilities
- Ensures enough products are available for stocking of rooms after regular working hours

8. Contributes to an overall culture of safety within the NTHSSA - Fort Smith Region through:

Main Activities:

- strict adherence to all infection control regulations and precautions
- strict adherence to facility's hand hygiene protocol.

WORKING CONDITIONS

Physical Demands

There are significant physical demands of this position including heavy lifting, carrying heavy items, constantly standing or walking (for long periods of time) and working in awkward positions which put stress on the back and twisting other parts of the body including the legs and feet. Physical demands such as stress on the back may occur as a result of use of heavy cleaning equipment. As well, the incumbent will be dealing with potentially dangerous

cleaning substances and patients who may have potentially contagious conditions. Daily tasks put incumbent at risk for repetitive strain injury.

Environmental Conditions

The hospital environment can be stressful for patients, staff and visitors, and the incumbent may encounter people in difficult a dangerous situations and be required to act in a safe and efficient manner. Hospitals also house a variety of potentially dangerous substances including cleaning chemicals and medications. Housekeeping staff are routinely exposed to patients with contagious diseases and their environment that could potentially cause harm to staff unfamiliar with appropriate safety and security measures. The facility and tasks may involve some shift work, may be routine, and may receive little recognition from patients and staff. Housekeeping staff are at risk of exposure to disease through contaminated equipment and sharps found during cleaning duties.

Sensory Demands

The incumbent may find that they are exposed to sights and sounds associated with patients who are ill or injured. They will also experience the smells and potentially harmful effects of the cleaning materials used to complete their tasks. The incumbent may also be exposed to loud noises over a period of time associated with heavy cleaning equipment.

Mental Demands

Stress can also be caused by the routine nature of the position and the need to maintain a large health facility with minimal resources as well as meeting deadlines and keeping up to the scheduled work. Stress may result due to exposure to ill, injured or palliative clients, duties associated with cleaning the morgue, etc.

KNOWLEDGE, SKILLS AND ABILITIES

The incumbent of this position requires a sound knowledge of methods, standards and procedures for using cleaning materials and equipment safely and effectively in a medical center to ensure infection control and a safe hygienic environment. This includes knowledge of clean procedures and quality assurance and accreditation standards. The incumbent also requires knowledge of cleaning compounds and materials such as germicide and acid cleaners and a variety of cleaning equipment including a burnisher and floor scrubber, vacuum cleaner and large washer and dryers. The incumbent requires knowledge of the WHMIS as it applies to cleaning and requires annual certification in Standard Precautions.

The incumbent requires the ability to read and interpret housekeeping and safety procedures and must be able to interpret material product information as per WHMIS legislation. The incumbent must be able to work effectively in a cross-cultural situation. Other skills and abilities required include the following: basic computer and word processing, analytical thinking skills, implementation skills, listening skills, planning skills, problem solving skills, team building skills, and verbal communication skills.

Typically, the above qualifications would be attained by:

This is typically attained by a High School Diploma or equivalency (GED) and one year experience in laundry, janitorial or custodial duties.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements

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

- WHIMIS
- Infection Control Standards
- Safety Mask Fit Testing

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

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred