



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Housekeeping Supervisor	
Position Number	Community	Division/Region
87-15137	Norman Wells	Operations/Sahtu

## PURPOSE OF THE POSITION

The Housekeeping Supervisor is responsible for all the cleaning and laundry services for the Sahtú ot'iné Regional Health and Social Services Centre & the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells including administration spaces. The incumbent ensures the environment of the whole facility is safe, clean and sanitary in accordance with Northwest Territories Health and Social Services Authority policies, universal precautions protocol, and Accreditation Canada Standards.

## 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 Tłı̨chǫ 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 Tłı̨chǫ 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 Northwest Territories. 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 position is located in the Sahtú ot'iné Regional Health and Social Services Centre & the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells. The NTHSSA is responsible for the effective delivery of health and social services in the Sahtu Region. The geographical area of responsibility comprises the Sahtu Region residents living in 5 communities: Tulita, Déljine, Norman Wells, Fort Good Hope and Colville Lake.

The incumbent reports to the Regional Manager, Operations and provides the necessary training and mentorship to new employees hired as housekeepers to ensure they understand all protocols and procedures in order to carry out duties safely. Six housekeeper positions report directly to the Housekeeper Supervisor. The incumbent will be responsible for staff scheduling, attendance, as well as performing cleaning audits throughout the facility. The facility and tasks may be routine, and the position may receive little recognition from patients and staff. The job holder must be available to work shifts as assigned, including days, evenings, nights and weekends.

When necessary, and as directed by the Regional Manager, Operations (RMO), the incumbent may be directly involved in the cleaning/housekeeping/laundry of the long-term care rooms, isolation rooms, palliative care suite, specialty areas, all administration offices and boardrooms.

Should the facility not be cleaned/disinfected 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, patients and the general public. As an employee of the facility, the incumbent must present and conduct him/herself in accordance with NTHSSA policies and procedures to ensure positive public perception of the facility.

## **RESPONSIBILITIES**

### **1. Provide support, mentoring, guidance and training to housekeepers.**

- Provide orientation to new housekeeping staff, including policies and procedures.
- Provide mentorship and guidance to all housekeeping staff.
- Promote a healthy and safe workplace environment.
- Ensure housekeeping staff comply with protocols, and advise RMO of any non-compliance issues.
- Perform cleaning audits and submit reports to RMO.
- Manage staff attendance and scheduling.
- Perform other support duties as required from time to time by the RMO.
- Participate in staff performance activities as a matrix reporting with the RMO.
- Participate on regional/territorial committees, when required, and bring expertise to other areas of the operations as it pertains to housekeeping and infection control.

2. **Ensure the Norman Wells LTC/HSSC are cleaned and disinfected, including long-term care rooms, common rooms, clinical area, and administration offices; in accordance with safe working practices, protocols and procedures, to ensure the environment is clean and safe from disease.**
  - Implement infection control regulations and precautions.
  - Monitor and audit hand hygiene protocol.
  - Maintain inventory of cleaning supplies and advising correct personnel to place orders
  - Transport cleaning supplies on utility cart to work areas.
  - Maintain cleaning schedules and checklists for various locations throughout the facility
  - Perform collection and disposal of biomedical waste including sharps containers.
  - Ensure the floors scrubbing equipment is in working order and staff have received training on its operation.
  - Document and report any repairs needed on; floors, windows, electrical outlets, fixtures and furnishings, etc to RMO.
  - Schedule deep cleaning of all indoor areas on a quarterly, biannually or yearly basis but not limited to (window washing, floor stripping, ceiling cleaning etc.).
  - Coordinate terminal cleaning of long-term care rooms when room is vacated.
  - Review with staff specialty cleaning that may be required for some equipment as per manufacturers recommendations.
3. **Ensure laundry duties are performed for the Health and Social Services Centre, Kitchens and Long Term Care Rooms in accordance with the NTHSSA infection control policies.**
  - Ensure laundry is collected as per schedule.
  - Provide training to employees on laundry process and laundry equipment; laundry must follow linen handling process to avoid cross-contamination.
  - Monitor and order laundry inventory as needed.
  - Monitor laundry equipment and report any repairs needed.
  - Ensure that employees wear appropriate Personal Protective Equipment (PPE) when doing laundry services.
4. **Perform Occupational Health and Safety duties.**
  - Ensure all staff follow cleaning procedures and linen handling instructions, in accordance with approved policies and procedures so that cross-contamination does not occur.
  - Ensure all staff who assist in the cleaning or laundry services wear appropriate Personal Protective Equipment (PPE) and wash their hands as per guidelines.
  - Maintain regular inventory of cleaning and linen supplies and advise the Regional Manager, Operations of stock on hand and requirements.
  - Attend staff meetings, in-service training sessions, and OHS meetings.
  - Actively participate in disaster plan and fire safety drills.
  - Maintain surveillance of facility, identify real or potential issues and report to RMO.
  - Monitor equipment to ensure they are working correctly, and advise RMO of issues.
  - May have to assist lifting or maneuvering patients with various mechanical lifts.

## **WORKING CONDITIONS**

### **Physical Demands**

There are significant physical demands of this position including heavy lifting, carrying heavy items, twisting, bending, constantly standing or walking, working from ladders and working in awkward positions.

### **Environmental Conditions**

The incumbent will have frequent exposure to illness based on the work environment.

The facility will house a variety of cleaning chemicals and medications and the incumbent will be exposed to biomedical hazards on a daily basis. Housekeeping staff will be exposed to contaminated equipment and sharps found during cleaning duties.

### **Sensory Demands**

A keen sense of smell and visual acuity is required for monitoring the environment for cleanliness.

The incumbent may be exposed to loud noises over a period of time associated with the large scale washers and dryers.

### **Mental Demands**

There is an expectation to work on multiple tasks, as well as frequently prioritizing requests.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of methods, standards and procedures for cleaning a health facility to ensure infection control and a safe and hygienic environment.
- Knowledge of cleaning procedures, infection control procedures, chain of infection and quality assurance and accreditation standards.
- Knowledge of methods, standards and procedures for handling and cleaning laundry and linens to ensure infection control and a safe and hygienic environment.
- Knowledge of laundry procedures, infection control procedures, chain of infection and quality assurance and accreditation standards.
- Knowledge of cleaning compounds and materials.
- Knowledge of the Workplace Hazardous Materials Information System (WHMIS) as it applies to cleaning.
- Ability to commit to and undertake annual training in standard precautions.
- Ability to read and interpret cleaning supplies, laundry and safety procedures and must be able to interpret material product information as per WHMIS legislation.
- Ability to undertake training in standard First Aid and to renew when required.
- Ability to work effectively in a cross-cultural situation.
- Reliable and able to work independently and with minimal supervision.
- Communication, interpersonal, and organizational skills.

**Typically, the above qualifications would be attained by:**

- High School Diploma / Secondary School Diploma (Grade 12), and
- Three (3) years of related experience with 6 months staff supervisory experience.

Experience working directly within a Health Care Facility in a capacity of either housekeeping and/or laundry services is preferred.

Equivalences will be considered.

**ADDITIONAL REQUIREMENTS**

Valid Class 5 Driver's License

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

**NTHSSA - Sahtu Regional Requirements:**

Employee must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- CPR/AED and First Aid Certification
- Transportation of Dangerous Goods training
- Indigenous Cultural Awareness
- Non-Violent Crisis Intervention or similar
- Training as required by Accreditation Canada

**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