



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Housekeeper	
Position Number(s)	Community	Division/Region(s)
87-15136	Norman Wells	Operations/Sahtu

PURPOSE OF THE POSITION

The housekeeper is responsible for all the cleaning and laundry services for the Sahtú Got'iné Regional Health and Social Services Centre & the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells including administration spaces. The incumbent maintains a safe, clean and sanitary environment for the whole facility in accordance with Northwest Territories Health and Social Services Authority (NTHSSA) 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 Tłıchǫ 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 Tłıchǫ 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 Got'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, Deline, Norman Wells, Fort Good Hope and Colville Lake.

The incumbent reports to the Regional Manager, Operations with a scheduling and attendance reporting to the Senior Housekeeper.

The incumbent works as part of a team of housekeepers and is responsible for the cleaning of the long-term care rooms, Isolation rooms, palliative care suite, specialty areas, all administration offices and boardrooms.

The incumbent is responsible to handle and clean all laundry and linens for the facility in accordance with the NTHSSA & Sahtu Region policies and procedures, Accreditation Canada Standards, Workplace Hazardous Material Information System (WHMIS) and other applicable standards.

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, patients and the general public. As an employee of the facility, the incumbent must present and conduct him/herself in accordance with NTHSSA & Sahtu Region policies and procedures to ensure positive public perception of the facility.

RESPONSIBILITIES

1. Cleans and disinfects the Norman Wells LTC/HSSC facility in accordance with safe working practices, protocols and procedures, to ensure the environment is clean and safe from disease. Including long-term care rooms, common rooms, clinical areas, and administration offices

- Strict adherence to all infection control regulations and precautions
- Strict adherence to facility's hand hygiene protocol
- Order and maintain inventory of cleaning supplies
- Transport cleaning supplies on utility cart to work areas.
- Maintain cleaning schedules and checklists for various locations throughout the facility
- Daily cleaning of patient care areas, support areas, entrances, common, public and office areas
- Collection of trash from patient care areas, health centre, administrative and public spaces

- Collection and disposal of biomedical waste including sharps containers
- Damp dust furniture, book cases, shelves, filing cabinets, desks (if cleared), pictures and telephones
- Damp wipe window sills, curtain rods, window frames and ledges
- Clean windows
- Clean examination tables, over bed and wall lights
- Spot clean walls
- Empty and clean garbage cans
- Clean X-ray table
- Wash all stainless steel
- Clean elevator
- Vacuum rugs
- Wipe wheelchairs
- Replenish paper towels, paper cups, toilet tissues, hand soap, tissues, hand sanitizers, etc.
- Maintain floors by scrubbing, stripping, wax sealing, finishing and buffing using floor equipment (Report to the supervisor, any repairs needed on; floors, windows, electrical outlets, fixtures and furnishings, etc.)
- Wipes all surfaces, including; sinks, tubs, toilets, mirrors, furnishings and equipment with disinfectant (uses germicidal agent for all damp/wet procedures)
- Scheduled deep cleaning of all indoor areas on a quarterly, biannually or yearly schedule such as but not limited to (window washing, floor stripping, ceiling cleaning etc.)
- Terminal cleaning of long-term care rooms when room is vacated
- Specialty cleaning maybe required for some equipment as per manufactures recommendations
- Operate and maintain cleaning equipment such as floor scrubbers, vacuums, etc.

2. Perform laundry duties for the Health and Social Services Centre, Kitchens and Long-Term Care Rooms following the guidelines of the NTHSSA infection Control policies.

- Collect soiled linen from the Health Centre, Kitchens and Long-Term Care Rooms
- Sort and prepare for washing; soak stained linen, as required
- Wash, dry and iron linens as required by guidelines
- Maintain an inventory of clean linen for entire facility including through holidays and weekends
- Clean all laundry carts
- Maintain a clean and tidy work area
- Clean washers and dryers
- Clean laundry sink
- Clean line trap in the dryer daily

3. Perform other Housekeeping/Laundry duties as required.

- Ensure other staff follow cleaning procedures and linen handling instructions, in accordance with approved policies and procedures so that cross-contamination does not occur
- Ensure that other staff who assist in the cleaning or laundry services wear appropriate Personal Protective Equipment (PPE) and wash their hands as per guidelines
- Take 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, Occupational Health & Safety meetings
- Actively participate in disaster plan and fire safety drills
- Maintain surveillance of facility, identify real or potential issues and report to supervisor
- Monitor equipment to ensure they are working correctly, advise Manager of Operations 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 which put stress on the back and other parts of the body including the legs and feet. Daily tasks put incumbent at risk for repetitive strain injury. As well, the incumbent will be dealing with potentially dangerous cleaning substances and patients who may have potentially contagious conditions.

Environmental Conditions

The facility environment can be stressful for patients, staff and visitors, and the incumbent may encounter people in difficult or dangerous situations and be required to act in a safe and efficient manner. The facility may 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 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 and laundry materials used to complete their tasks. The incumbent may also be

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

Mental Demands

Stress can also be caused by the routine nature of the position and the need to meet deadlines and keep up to the scheduled work. Stress may result due to exposure to ill, injured or palliative clients.

Must be available to work shifts as assigned, including days, evenings, nights and weekends

KNOWLEDGE, SKILLS AND ABILITIES

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

Typically, the above qualifications would be attained by:

- Completion of grade 12
- 2 years of direct related 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

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