



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Environmental Services (Housekeeping) Specialist	
Position Number	Community	Division/Region
48-17320	Yellowknife	Quality, Risk, and Client Experience/HQ

PURPOSE OF THE POSITION

The Territorial Environmental Services Specialist is responsible for leading the development, implementation, maintenance, and evaluation of Northwest Territories Health and Social Services Authority (NTHSSA) environmental services programs. The environmental services program includes cleaning and laundry services. This program is delivered and maintained in accordance with Accreditation Canada Standards, best practices, Federal and Territorial legislation, as well as NTHSSA policies and procedures.

SCOPE

Located in Yellowknife and reporting to the Territorial Manager, Infection Prevention and Control, the Territorial Environmental Service Specialist is accountable for planning, developing, implementing, monitoring, and evaluating the NTHSSA Environmental Service program. This work is achieved through risk identification, prevention, mitigation, and delivery of stringent environmental services programming. The Specialist is also responsible for ensuring organizational compliance with Accreditation Standards.

The 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, and was established to move toward one integrated delivery system as part of the government's transformation strategy. Health and social services include the full range of primary, secondary, and tertiary health and social services.



While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and the Hay River Health and Social Services Agency (HRHSSA) will also operate under a separate board 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.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCSA, and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities is required to provide a quality, integrated health and social services system for the NWT.

The Territorial Environmental Services Specialist works within a legislative and policy framework that includes the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*, *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*, *Coroners Act*, *Access to Information and Protection of Privacy Act (ATIPPA)*, *Health Information Act (HIA)*, RNANT/NU Bylaws, NTHSSA Medical and Professional Staff Bylaws, *Mental Health Act*, *Child and Family Services Act*, as well as Government of the Northwest Territories (GNWT), DHSS, and NTHSSA policies and procedures. This incumbent must have a working knowledge of the NWT Communicable Disease Manual, and an in-depth knowledge of national legislation and standards for infection prevention and control (IPAC) and environmental services.

The Quality, Risk, and Client Experience Division promotes and supports safe, quality patient/client centered care and services through leading in-depth investigations into patient safety incidents, critical incidents, and unusual occurrences involving IPAC processes while providing subject matter expertise and education, minimizing risk, and facilitating the implementation of best practices and system knowledge.

As the complexity of health care continues to progress, the rate of health care-associated infections (HAIs) also has increased. Mitigating the transmission of HAIs is a cornerstone of an IPAC program. An effective IPAC program not only decreases the rate of HAIs, but also improves patient care outcomes, decreases the length of hospital stay, lessens antimicrobial resistance, and lowers financial burdens associated with HAIs. The environmental services program is a keystone of a strong IPAC program, which fosters a safe patient care services and care environment. Routine and effective cleaning and disinfection of surfaces, items, and equipment is an essential and critical activity that protects patients/clients/residents, staff, families, and visitors from infections.



This position works closely with the Territorial Manager of IPAC, the IPAC Coordinators, the Territorial IPAC Specialist, the Chief Operating Officers (COOs) of all NTHSSA, TCSA, HRHSSA and Nunavut Regions, Regional Managers, all Territorial Managers, and other stakeholders. The incumbent will be called upon daily by the Manager, COO, Senior Executive, Medical, Territorial and Regional Leadership to provide advice, assistance, support and recommendations on all patient safety incidents, critical incidents, unusual occurrences, and various quality issues, concerns, and situations that involve environmental services.

This position is responsible for working collaboratively with all stakeholders throughout the NTHSSA, TCSA, HRHSSA, and DHSS to ensure that environmental service programs operated by NTHSSA practice safe and appropriate cleaning and disinfection practices.

This position ensures that patient/client/resident needs for environmental services are being identified, addressed, supported, and corrected. Also, the Specialist addresses environmental services program challenges and recommends opportunities for improvement. This position establishes program objectives for all regions, completes ongoing monitoring of goals, and contributes to the evaluation of the effectiveness and efficiency of the environmental service program delivery in the regions. This position is responsible for the development of standardized procedures across the NWT, and the participation in cross-territory initiatives and projects.

This position is required to actively promote a high quality, friendly, respectful workplace that is safe, healthy, supportive, and client centered. This position fosters respectful, compassionate, culturally appropriate care that is responsive to the needs, values, beliefs, and preferences of the clients and their family, supporting mutually beneficial partnerships between clients, families, and health care providers.

This position has a significant amount of latitude provided that the policies, guidelines, and interests of the GNWT complied with. This latitude is tempered by the knowledge that incorrect decision-making is likely to result in harm to the reputation of the NTHSSA, diminished public confidence in the health and social services system, and could ultimately result in harm to future patients/clients/resident entering the health and social services system. A variety of duties are assigned to the position and the incumbent must effectively assess and prioritize incident investigations and other projects in order to achieve a successful outcome.

RESPONSIBILITIES

- 1. Develops and facilitates the implementation of standardized policies, procedures, and processes for Environmental Service Departments.**



- Oversees and updates standards and procedures, revises and implements policies and procedures, ensuring that policies, procedures, and processes meet Accreditation Canada, Canadian Standards Association (CSA) and/or other best practice standards.
- Researches best practices in environmental services in other jurisdictions and identifies best practices that should be reviewed and adopted by NTHSSA.
- Maintains current knowledge of emerging best practices in environmental services and proactively position the environmental services program to implement emerging best practices.
- Leads the development of NTHSSA wide standards and/or procedures and provides a recommendation for adoption/approval.
- Liaises with the Managers, Nursing Departments, Administration, and Practitioners as required to provide information and education on environmental services procedures adopted by the department and the rationale for these procedures.
- Creates and maintains a standardized environmental services manual that integrates diagrammatic and pictorial information to provide clear and concise direction to staff on environmental services procedures, and appropriate and safe work procedures.

2. Provides expertise and consultation throughout the NTHSSA on Environmental Services

- Provides advice, recommendations, and expertise on all patient/client/resident complaint and concerns regarding environmental services, investigations into all patient safety incidents, critical incidents, and unusual occurrences related to environmental services, the development of policies and procedures, and the implementation of best practices at the regional and territorial level.
- Leads and participates in a variety of planning and decision-making meetings and activities throughout the NWT, ensuring that all processes and procedures consider infection prevention and control strategies related to environmental services the Accreditation Canada standards.
- Conducts front-line investigations and inspections to identify, plan, and mitigate potential environmental services related risks to the organization.
- Identifies areas for improvement for environmental services, and provides insights and recommendations to NTHSSA, TCSA, HRHSSA, and the DHSS.
- Develops, tracks, and evaluates environmental services performance indicators based on best practice guidelines, standard process reviews, and policy changes to analyze and identify territorial, regional, and program specific quality trends.

3. Ensures the effective and safe implementation of environmental service processes in the NTHSSA departments.



- Conducts regular regional site visits to monitor the quality of environmental services processes.
- Provides feedback, monitors, supports, coaches, and provides education to environmental services staff.
- Supports environmental service departments and supervisors in the development of policies and procedures that meet the volume/demand requirements of each healthcare facility and health center.
- Reports and investigates incidents which may or have compromised patient or staff safety to NTHSSA leadership and assists with identifying interventions to prevent further incidents.

4. Provides consultation, support, and education to environmental service programs in the NTHSSA.

- Provides support and education to NTHSSA environmental service departments and staff on processes, including education on environmental services best practices, relevant standards, procedures, troubleshooting and addressing issues, and providing assistance in formulating appropriate long-term solutions.
- Provides orientation and mentorship to new staff in collaboration with site supervisors.
- Provides recommendations on territorial procedures/policies for review and approval by NTHSSA.
- Collaborates with the Senior Manager, Nursing, the Manager, and other Territorial Managers to identify current and future delivery requirements in environmental services through consistent territory-wide program development.
- Develops a work plan in conjunction with regional environmental service departments to ensure appropriate quality assurance processes are implemented across the NTHSSA.

5. Supports the NTHSSA Accreditation process for Environmental Services.

- Implements program and policy updates, standardizes policies, procedures, metrics, and program services to align with the Accreditation Canada Infection Prevention and Control Standards.
- Ensures environmental services team members receive an orientation and education on Accreditation Canada's program and the Accreditation process.
- Implements action plans based on results of any work required to align with program standards, and recommendations from onsite Accreditation Canada surveys.
- Works collaboratively with others to improve the quality of the organizational culture.
- Engages environmental services staff in quality improvement/work planning to support patient, client, resident, family quality outcomes.



WORKING CONDITIONS Physical

Demands

No unusual physical demands

Environmental Conditions

The incumbent will work in an environment within a healthcare setting, with significant risk for exposure to infectious disease. The incumbent will travel at least once per month for a week to various northern communities in the NWT.

The facility will house a variety of cleaning chemicals and medications and the incumbent will be exposed to biomedical hazards.

Sensory Demands

The sensory attention required varies in intensity, duration, and frequency and depends on the workload of the Specialist. The nature of distraction in the environment that may affect the specialist during the work process may include:

- Reading, observing/monitoring, focused listening
- Smelling, touching, attending to the nuances of sound
- Auditing, inspecting, tabulating data, proofreading

Mental Demands

There is an expectation to work on multiple tasks, as well as frequently prioritizing requests. Frequent travel throughout the Territory.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of methods, standards, and procedures for environmental cleaning of healthcare facilities to ensure infection prevention and control best practices are met, and a safe and hygienic environment is maintained.
- Knowledge of cleaning procedures, infection control procedures, chain of infection, quality assurance, and Accreditation Standards.
- Knowledge of methods, standards, and procedures for handling, cleaning, and transporting laundry and linens to ensure infection prevention and control best practices are met, and a safe and hygienic environment is maintained.
- Knowledge of health care laundry procedures, infection control procedures, chain of infection and quality assurance and accreditation standards.



- Knowledge of hospital-grade cleaning compounds, chemicals, and materials.
- Knowledge of the Workplace Hazardous Materials Information System (WHMIS) as it applies to cleaning.
- Reliable and able to work independently and with minimal supervision.
- Confident in writing reports and providing information to senior executives.
- Computer skills with a good knowledge of Microsoft Excel, Word, and Outlook.
- Inter-group skills to effectively lead and facilitate internal, external, individual, or multidisciplinary division team or group.
- Ability to commit to and undertake annual training in routine practices.
- Ability to read and interpret cleaning supplies, laundry chemicals, and safety procedures. 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.
- Ability to motivate and guide others to promote excellence in practice.
- Ability to communicate effectively both verbally and in writing.
- Ability to be resourceful and innovative in obtaining resources/information on demand to promote lifelong learning in others.
- Ability to utilize research findings to guide environmental services.
- Ability to identify the educational needs of staff and assist with providing the appropriate training.
- 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:

Completion of post-secondary school diploma with three (3) years of environmental service experience and one (1) years of supervisory experience.

Equivalences will be considered. Equivalent combinations of education and experience 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

Indigenous language: Select language

Required

Preferred