



# HUMAN RESOURCES MANUAL

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|-----------|---------------------------------|--------|-----------------|
| Manual    | Human Resources                 | No.    | <b>13-03-48</b> |
| Section   | Role Description                | Date   | March 2018      |
| Guideline | <b>Support Services Manager</b> | Page # | Page 1 of 3     |

## STATEMENT

Park Place Seniors Living (Park Place) will have standardized position descriptions for all workers based on relevant standards of practice and/or provincially-mandated expectations and Park Place policy.

## PURPOSE

To provide standardized, specific expectations and role description of every staff member's role and responsibilities.

## PROCEDURE

**DEPARTMENT:** Support Services  
**JOB TITLE:** **Support Services Manager**  
**REPORTS TO:** Site Leader

### JOB SUMMARY:

Reporting to the Site Leader, the Support Services Manager is responsible for recruiting, training and supervision of Housekeepers and Laundry Aides. Ensures that cleaning and laundry tasks are completed up to standard and meeting all legislated regulations and/or Park Place policies. The Support Services Manager will ensure a commitment to resident safety and to our "culture of safety" as per Park Place Strategic Directions.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Assigns and coordinates the work for Housekeepers, and Laundry Aides. Monitors cleaning activities and evaluates Housekeepers' and Laundry Aides performance.
2. Orders supplies and equipment, reports effectiveness of products and equipment.
3. Maintains supply, production, CQI and other records pertaining to the management of the Housekeeping Department.
4. Ensures applicable staffing levels. Monitors interdisciplinary team collaboration and processes to ensure quality cleaning and laundry services and addresses issues as required. Reports problems to Site Leader with suggestions to address the problem.
5. Ensures staff members use proper Infection Prevention and Control procedures and Universal Precautions in handling body fluids.
6. Takes the lead in the Park Place Home's quality improvement/performance measurement initiatives and processes including follow-up with summary and action plan implementation to meet or exceed housekeeping and laundry best practice and Accreditation Standards.
7. Focuses on quality of services and safety assurance and improvement by taking a leadership role in Park Place site committees (eg. Leadership Team, OHS).
8. Responsible for the safe performance of housekeeping/laundry duties and quality of work life in the Housekeeping and Laundry departments.
9. Maintains good relations with staff in other departments.



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10. Leads the housekeeping and laundry team in:
  - a. Planning, organizing and establishing priorities,
  - b. Using resources effectively and efficiently,
  - c. Responding to unanticipated events,
  - d. Re-assigning tasks as necessary,
  - e. Ensuring staff are aware of assignments developed by the employer.
11. Leads the interdisciplinary care team in focusing on safety through exhibited:
  - a. Accident prevention and reporting unsafe work conditions,
  - b. Knowledge of emergency procedures and regulations,
  - c. Using skills, supplies and equipment safely and appropriately,
  - d. Utilizing infection control procedures,
  - e. Committing to resident safety and to our “culture of safety” as per the PARK PLACE Strategic Directions and Home goals.
12. Presents and/or attends in-service and other educational programs as required to maintain current clinical competence and knowledge.
13. Performs other related duties as assigned.

## **HEALTH AND SAFETY RESPONSIBILITIES:**

- Responsible to read, understand and comply with Park Place's and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
  - Uses safe work procedures,
  - Promotes health and safety policy and awareness,
  - Makes safety suggestions.
  - Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of residents, self, other workers and the general public.
- Reports any near miss, injury, accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.

## **QUALIFICATIONS:**

Grade 12 and recent related facility housekeeping and/or laundry experience an asset.

## **SKILLS AND ABILITIES:**

- Communicates fluently in English both verbally and in writing.
- Teamwork and Collaboration: Demonstrates ability to work together with others toward shared goals and desired outcomes.
- Communication: Ability to intervene effectively to resolve conflict and manage stress and work pressure.
- Equipment: Demonstrates applicable computer skills and knowledge of nursing-related care equipment utilization and management.



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**EQUIPMENT USED:**

Computer, facsimile and photocopier

**PHYSICAL DEMANDS:**

This position entails extensive standing, lifting, bending, stooping and stretching activities on a daily basis.

**HEALTH AND SAFETY RISKS – ENVIRONMENT**

- Physical: Strain on shoulder, neck and back, eye strain, cuts and scrapes, electrical shock
- Environmental: Draught, dust exposure, working alone situation, exposure to temperatures.
- Chemical: Chemical exposure
- Biological: Exposure to communicable diseases i.e. colds, influenza, GI.
- Radiation: Light exposure
- High Risk Element: Inhalation, slips/trip/falls and ergonomics related to building and equipment maintenance



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## STATEMENT

Park Place Seniors Living (PPSL) will have standardized position descriptions for all workers based on relevant standards of practice and/or provincially-mandated expectations and PPSL policy.

## PURPOSE

To provide standardized, specific expectations and role description of every staff member's role and responsibilities.

## PROCEDURE

**DEPARTMENT:** Food Services

**JOB TITLE:** **Food Service Manager**

**REPORTS TO:** Site Leader

### JOB SUMMARY:

The Food Services Manager is responsible for the planning, preparation, delivery, storage and service of menu foods. Responsibilities also include maintenance of the work area in a clean, safe and orderly manner. As an integral member of the interdisciplinary care team, the Food Services Manager works in collaboration with the Dietician to ensure food services meet all legislative standards, PPSL policy and resident satisfaction.

Treats residents with dignity and demonstrates an attitude of caring. The Food Service Manager ensures a commitment to resident safety and to our "culture of safety" as per PPSL Strategic Directions

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Plans and provides rotating menus for the residents which meet Canada's Food Guide standards.
2. Develops standardized recipe files.
3. Monitors quality of food served to residents and resident's acceptability of items served.
4. Establishes special diets to meet resident's nutritional needs of diet pattern to conform to physician's orders and dietician recommendations. Educates dietary staff on these orders.
5. Responsible for the safe performance of all kitchen and dietary-related duties.
6. Follows legislative standards and PPSL policies and processes for food purchasing, delivery of meals, food preparation, safety and sanitation, and nutritional services.
7. Recruitment and orientation, supervision, scheduling, mentoring and discipline if required of all kitchen staff.
8. Ensures applicable staffing levels. Monitors interdisciplinary team collaboration and processes to ensure quality food services and addresses issues as required.



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9. Acts as a role model by demonstrating professionalism, empathy, trust and respect in all interpersonal relationships, and recognizes personal impact on team dynamics.
10. Takes the Food Services lead in the PPSL Home's quality improvement/performance measurement initiatives and processes including follow-up with summary and action plan implementation to meet or exceed best practice and Accreditation Standards.
11. Focuses on quality of care and safety assurance and improvement by taking a leadership role in PPSL site committees (eg. Site Leadership, OHS, Resident Council).
12. Presents or attends In-service education as required.
13. Performs all other related duties.

## HEALTH AND SAFETY RESPONSIBILITIES:

- Responsible to read, understand and comply with PPSL's and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
  - Uses safe work procedures,
  - Promotes health and safety policy and awareness,
  - Makes safety suggestions.
  - Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of residents, self, other workers and the general public.
- Reports any near miss, injury, accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.

## QUALIFICATIONS:

Graduate of a Nutritional Management Program at an approved school, which meets qualifications for membership of the Canadian Society of Nutrition Management.

## SKILLS AND ABILITIES:

- Ability to communicate effectively in English, both verbally and in writing.
- Ability to organize work.
- Ability to operate related equipment.
- Ability to work in teams collaboratively and communicate with others in a respectful manner.
- Physical ability to carry out the duties of the position.

## EQUIPMENT USED:

Computer, facsimile and photocopier



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## PHYSICAL DEMANDS:

Requires a significant amount of walking, sitting and standing throughout the shift. A frequent amount of squatting, bending, kneeling and reaching.

## HEALTH AND SAFETY RISKS – ENVIRONMENT

- Physical: Burns, Strain on shoulder, neck and back, cuts/scrapes
- Environmental: Draught, dust exposure, working alone situation, using equipment with moving parts
- Chemical: Cleaning and disinfectants
- Biological: Exposure to communicable diseases, i.e. colds, influenza, GI.
- Radiation: Remote
- High Risk Element: Ergonomics, slips/trips/falls, psychological and falling objects related to checking of equipment and work area frequently.