



NON-CONTRACT ROLE DESCRIPTION

JD5755

ROLE TITLE:	Coordinator, Environmental Support Services	ROLE DESCRIPTION NO.:	5755
DEPARTMENT:	Environmental Support Services	HEABC REFERENCE NO.:	1872912
REPORTING TO:	Manager, Environmental Support Services	HSCIS CODE:	03099
CLASSIFICATION:	NCEM/Range 7	JOB CODE:	91761

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Environmental Support Services (ESS) or delegate, the Coordinator ESS is responsible for the direction and supervision of ESS staff and designated ESS functions (Housekeeping, Linen Service and Waste Management) in the day-to-day operations of Environmental Support Services Participates in program and service delivery planning, implementation and evaluation; establishes and meets annual objectives. Maintains and provides statistical, financial and quality improvement reports as required. Assumes responsibility for overall operation of the department in the absence of the Manager.

DUTIES AND RESPONSIBILITIES:

1. Provides leadership and direction to all Environmental Support Service workers (Housekeeping, Linen and waste management) within the department by coordinating work assignments, approving vacations, ensuring continual staff development by determining related training and orientation requirements and maintaining all related documentation.
2. Establishes standardized schedules, procedures, processes and methods. Evaluates processes and frequencies to ensure established standards of quality, quantity and safety are maintained. Coordinates the service planning and auditing process and develops work routines according to Island Health ESS and industry guidelines
3. Monitors and evaluates the achievement of ESS objectives for the service area. Promotes good interdepartmental relationships through effective communication consulting and negotiating with user departments in order to improve service, provide professional advice, reduce costs, facilitate consensus and resolve problems. Resolves most problems independently. Works in conjunction with the Manager to resolve more contentious issues.
4. Develops, revises and prepares direct charge and contract order sheets for the acquisition of supplies; Develops standards regarding products, receiving, storage and rotation of cleaning and linen supplies Meets with vendor representatives to discuss quality and delivery issues and/or concerns and to review new products. Participates in establishment of product and service specifications, for tendering of new contracts within the portfolio.
5. Screens job applicants for designated service area. Conducts interviews and reference checks and screens applicants for internal and external job postings and completes competition score sheets and awards positions. Offers employment to qualified candidates.
6. Utilizes computerized applications and relevant software to produce, maintain and update a variety of records and reports; prepares and distributes correspondence documents and reports. Creates various forms, spreadsheets and documents. Sets up and maintains files and filing systems, including correspondence, anecdotal notes, personnel records, equipment and supply records.

7. Interprets and communicates regulations and standards to staff to ensure adherence to work safe practices and procedures and compliance with Work Safe BC regulations and standards. Participates in return to work initiatives, fire prevention and disaster plans as required by the employer.
8. Provides input to the Manager on employee performance evaluations and manages attendance according to established procedures. Coaches and disciplines staff in the designated service area up to and including terminations, following discussion with the Manager.
9. Participates in the development of Environmental Support Services mission, philosophy, policies, objectives and standards and the philosophy of Continuous Quality Improvement by developing and conducting audits, completing appropriate reports, providing feedback, identifying and following up on action plan/risk factors in conjunction with the Manager.
10. Develops, implements and reviews service area standards, policies and procedures to ensure they comply with legal and professional standards. Contributes to the overall strategic plan for departmental operations. Analyzes current situations and future requirements and sets priorities for planning, implementing, monitoring and evaluating strategies. Works within the context of Island Health's long-range strategic plans and its complex multi-site environment.
11. Participates and contributes at various meetings such as the IPC/OHS Committee, and other teams or committees, as required by the manager.
12. Assists with the service planning process according to Island Health-ESS guidelines to meet the satisfaction and service needs of customers, patients, residents and clients. Establishes and coordinates special events for clients in Long Term Care according to the events calendar. Responsible for data entry of changes to master plans. Implements changes to promote efficiencies and program enhancement.
13. Monitors equipment for preventative maintenance, repairs and replacement; troubleshoots and completes routine work orders for repair service. Recommends purchase/replacement of equipment to the manager.
14. Provides input to the manager regarding capital and operating budget requirements. Participates in the establishment of product and service specifications for tendering of supplier contracts, and is accountable for monitoring and controlling expenditures in designated service areas. Monitors and reports on budget variances, advising the manager of issues and concerns.
15. Prepares for and coordinates annual Provincial audits for cleanliness and client satisfaction. Evaluates review forms and scores with Manager. Prepares and implements corrective action, communicates same to staff, and monitors for quality and consistency.
16. Participates in development of essential services plans in consultation with manager in preparation of job action with significant involvement in essential service levels, service and staff planning, logistics, training and execution.
17. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's degree in Environmental Service Administration or completion of an approved post secondary course as a Housekeeping Supervisor/Manager and five (5) years' recent related experience in service management in health facilities including operational experience with quality assurance programs and Environmental service policy and procedures within a healthcare setting.

Skills And Abilities

- Completion of relevant health care administration courses and graduation from a recognized Health Care training course is an asset.
- Demonstrated leadership ability and highly developed interpersonal, communication and time management skills.
- Demonstrated commitment to client focused services and teamwork.
- Ability to integrate administrative, professional and operational aspects of the department throughout the facility in an effective and efficient manner.

- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis.
- Ability to utilize related equipment such as various word processing and spreadsheet applications including all MS Office applications.