



UNION JOB DESCRIPTION

JD6108

JOB TITLE:	Support Services Worker	JOB DESCRIPTION NO.:	6108
CLASSIFICATION:	Laundry Worker III ; Laundry Worker II ; Laundry Worker I ; Food Service Worker I ; Food Service Worker II (Cook Helper) ; Cleaner, Housekeeping Aide	GRID/PAY LEVEL:	F 14
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	12101 ; 12002 ; 12001 ; 20001 ; 20004 ; 11002 ; 11001
UNION:	HEU	JOB/CLASS CODE:	40788
PROGRAM/DEPARTMENT:	General Support Services	BENCHMARKS (If Applicable):	12101 ; 12002 ; 12001 ; 20001 ; 20004 ; 11002 ; 11001
REPORTING TO:	Manager or designate		
FACILITY/SITE:	Tofino General Hospital; Port Hardy Hospital; Port McNeill Hospital; Cormorant Island Community Health Centre		

JOB 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.

Positions at this level are responsible to the Manager or designate and perform food services, housekeeping and laundry tasks.

TYPICAL DUTIES AND RESPONSIBILITIES:

Food Services:

1. Sets tables and/or trays with items such as condiments, utensils and napkins; portions food and beverages; loads, delivers, collects and unloads food/meal service wagons.
2. Heats, portions and serves food and beverages within a dining room or cafeteria setting; stores and retrieves supplies as required; takes meal tickets for items purchased. Withdraws food items from freezer and cooler for plating or heating; rotates food items in freezer and cooler as directed; cleans and loads vending machines.
3. Makes beverages and food items such as tea, coffee and toast; assembles items such as sandwiches and salads, prepares items such as sandwich fillings, and diet items such as milkshakes, by weighing, measuring and combining ingredients. Counts, weighs and measures ingredients for assigned food items. Portions items such as salads, desserts, etc.
4. Washes, peels and stores vegetables and fruit. Prepares items such as vegetables and fruit by procedures such as slicing, dicing and grating. Prepares items such as meat, fish, and poultry by procedures such as grinding, flouring and breading.
5. Strips, racks and washes items such as dishes, pots, pans and utensils; operates dishwashing and/or pot washing machines; stacks clean dishes and utensils; sets, clears and cleans dining tables.

6. Performs cleaning duties such as sweeping and washing floors, cleaning counter tops and tables, sinks, machines and equipment and washing walls and splash areas; removes garbage as required, defrosts and cleans refrigerators, and cleans ovens.
7. Performs clerical duties such as answering the telephone, writing information on menu cards and checking cards against lists.
8. Performs other related duties as assigned.

Housekeeping and Laundry Services:

9. Loads and unloads non-domestic washers, tumblers, conditioners, extractors, and dryers; operates same by setting temperatures, switching on and off machine and determining length of time of drying cycle.
10. Strips and makes beds; cleans and tidies items such as cupboards, lockers, basins and tables; hangs and removes items such as drapes and bedside curtains.
11. Receives and collects linen in accordance with the delivery schedule; loads and unloads laundry trucks.
12. Sorts, folds, counts and records linen for control purposes. Prepares exchange carts for distribution throughout the site, utilizing a linen quota system.
13. Operates equipment such as ironers, folders, steam finishers and pressers. Cleans items such as furniture, contact points, ledges, fixtures, vents, mirrors and equipment by methods such as dusting, polishing and wiping.
14. Cleans and disinfects washrooms and replenishes items such as soap, toilet paper and paper towels.
15. Cleans areas such as floors, stairways, walls, windows, and walkways by methods such as sweeping, spot washing, damp mopping, wet mopping, scrubbing, stripping, sealing, waxing, buffing, and polishing. Cleans carpets and rugs by methods such as vacuuming, shampooing, brushing, and shaking.
16. Washes areas such as walls, windows, ceilings, air vents and ducts; steam cleans items such as waste receptacles and dietary carts.
17. Collects waste and recycling from patient rooms, the nursing stations and other locations in the site and removes from building to designated holding areas. Cleans and disinfects waste containers, bed pans and other apparatus.
18. Reports damaged and/or inoperable fixtures, furniture, equipment or building surfaces in accordance with established procedures. Locks windows and doors following facility security procedures
19. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 10, plus two years' recent related experience in a commercial or industrial laundry or an equivalent combination of education, training and experience. Food Safe Level 1.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.