



Providence Living

Honouring every life story

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INTERNAL & EXTERNAL POSTING

POSTING:	HEU Posting
STATUS:	Casual
CLASSIFICATION:	(20001/11002) Multi-Service Worker
WORK AREA:	Providence Living at The Views
EFFECTIVE DATE:	TBD
SALARY:	\$24.34 Hourly

JOB SUMMARY:

Providence Living is a non-profit Catholic-sponsored health care organization focused on long-term care, assisted living, housing, and other community services to support seniors and their family members. We are committed to re-imagining the experience of seniors, especially those living with dementia, and to creating communities and fostering a culture where seniors are empowered to make decisions that affect their quality of life.

Reporting to the Manager, Support Services, and taking direction from the Director of Site Operations, the Multi-Service Worker works collaboratively with the household care team to support residents in establishing and maintaining a pleasant, safe and homelike atmosphere in the designated household. This position performs a variety of housekeeping and food service duties such as sweeping and mopping floors, vacuuming carpets, and dusting and polishing furniture using various housekeeping equipment; portioning and serving meals, washing and peeling vegetables and fruit, preparing items such as tea, coffee and toast, and washing dishes and utensils. The Multi-Service Worker also engages with and supports residents and family members who wish to assist with household housekeeping and meal preparation.

All staff have a part to play in preventing adverse events and in promoting safety for patients and staff by being aware of and adhering to all policies and procedures including promptly reporting any risks or safety concerns relating to patient or staff safety.

Services at The Views are guided by our Mission, Vision, Values, and Ethical Framework. All employees are expected to demonstrate respect for the safety and dignity of all residents, staff and volunteers. Every employee makes a vital contribution to our Mission of providing care with compassion, by exemplifying our core values of respect, excellence and compassion in their work and demonstrates Indigenous Cultural Safety, cultural humility and anti-racism principles.

Duties:

Housekeeping:

1. Cleans household areas such as counter tops, sinks, equipment, splash areas, walls, pipes, fixtures, ceilings, vents, blinds, interior windows, frames and ledges by spot cleaning/washing, dusting, damp wiping, washing, scrubbing, vacuuming, etc., using step ladders where necessary.
2. Cleans and disinfects floors throughout the household by such methods as sweeping, dry mopping, wet mopping, washing, scrubbing, stripping, sealing, waxing and buffing by hand or power equipment. Cleans

carpets in accordance with established methods and equipment. Sweeps areas immediately outside all staff or public entrances.

3. Regularly disinfects assigned areas using standard housekeeping procedures and isolation techniques where appropriate. Replenishes soap dispensers and paper supplies.
4. Removes refuse from rooms and other household areas and dispatches to soiled collection area. Collects and removes soiled linen from rooms and porters to holding area for transport to the laundry. Tends to the replacement of drapes with clean drapes on instruction from the Manager, Support Services, or delegate.
5. Cleans and disinfects vacated resident rooms by stripping, washing, and making beds, cleans all furniture and fixtures such as toilets, tubs, showers, and sinks. Ensures floors, fixtures, and furniture are sanitized, and required repairs are noted and submitted via household communication tools such as written documentation or email, etc.
6. Cleans, stores, retrieves and returns supplies, instruments and equipment such as beds, wheelchairs, stretchers, oxygen tanks as required, removing and labeling any found to be defective or in need of repair or replacement. Reports any necessary maintenance required such as any damaged or inoperable fixtures, furniture or equipment to appropriate personnel.
7. Works in collaboration with the household team to support residents and family members who wish to promote a clean environment and contribute to, or complete, household chores through their participation in such activities as cleaning household areas, floors, fixtures and surfaces, and equipment and supplies; noting and submitting requests for repairs, equipment, furniture and other resident care supplies; cleaning up after activities and meals; making beds; and doing personal laundry, etc.

Meal Preparation:

8. Delivers nourishment and meals to residents, portioning out and serving food and beverages to residents in dining areas, and setting up meal trays for residents unable to come to the dining room. Loads, delivers, collects and unloads meal service wagons. Puts away and brings out supplies as required including replenishing ward fridges with juice, milk, etc. as required and according to quota.
9. Counts, weighs and/or measures ingredients for assigned food preparation area.
10. Makes beverages and food items such as tea, coffee and toast; assembles items such as sandwiches and salads.
11. Washes, peels and stores vegetables and fruit.
12. Strips, racks and washes items such as dishes, pots, pans and utensils; operates dishwashing and/or pot washing machines and stacks clean dishes and utensils. Assists in setting up and cleaning of catering equipment and areas as required.
13. Works in collaboration with the household team, and in accordance with applicable guidelines, to understand and identify requests or preferences for a particular meal or snack, and to support residents and family members who wish to contribute to meal and/or snack preparations. This includes resident and family member participation in such activities as accessing recipes; ensuring ingredients are on hand and gathering any missing items; preparing vegetables; cooking or baking items; plating and serving meals/snacks; clearing the table; and washing dishes.
14. Performs clerical duties such as answering the telephone, filing, writing information on menu cards and checking cards against lists.
15. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience:

Grade 10 or an equivalent combination of education, training and experience.

Skills and Abilities:

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

Applications and resumes may be submitted through hr@providenceliving.ca.

Thank you.

Human Resource Services

DATE: June 25, 2024