



**North Eastman Health Association Inc.
Job Description**

Manager, Food, Housekeeping & Laundry Services

Position Summary

The Manager, Food, Housekeeping & Laundry Services is responsible for all functions related to the day-to-day planning, monitoring and control of the Food, Housekeeping and Laundry operations. The Manager, Food, Housekeeping & Laundry Services will be responsible for organizing, directing, controlling and evaluating the activities within the departments and consults with the Director, Food, Housekeeping & Laundry Services in decision-making and planning for the Food, Housekeeping and Laundry operations. The responsibilities of this position are consistent with the mission, strategic plan and policies of North Eastman Health Association Inc.

Reports To: Director, Food, Housekeeping & Laundry Services

Union: Non- Union

Qualifications:

Education and Experience

- Completion of Grade XII education
- Completion of post secondary education (University or Community College) in Business Administration or related areas preferred
- Three years supervisory experience in the Health Care field in Food, Housekeeping and Laundry Services
- An acceptable combination of qualifications and experience may be considered

Knowledge, Skills and Abilities

- Demonstrates good supervisory skills
- Good interpersonal, written and verbal communication skills
- Proficiency in Microsoft Word and Excel
- Experience in employee and labour relations
- Physical and mental health to meet the demands of the position
- Ability to maintain positive working relationships with staff
- Valid driver's license and vehicle required
- Enthusiastic, energetic and resourceful.
- Demonstrates self-awareness and self-discipline.
- Professional attitude and approach to responsibilities.

- Must be flexible and very service oriented.
- Willing to respond to the needs of the client.

Position Duties and Responsibilities:

- Implements and maintains Quality Assurance/ Risk Management Programs & Standards.
- Implements cost and quality controls.
- Implement regional programs and systems.
- Assist in the annual goals & objectives for Food, Housekeeping and Laundry Services
- Personnel Administration of the Food, Housekeeping and Laundry departments, including, but not limited to, hiring, training, scheduling and supervision of all staff.
- Maintains an understanding of the M.G.E.U. Collective Agreement, and the ability to supervise the departments under its terms and conditions.
- Maintain a constant review of work performance to ensure Annual Performance Appraisals are up to date.
- Actively participates in facility departmental meetings, Workplace Safety & Health, Infection Control and other pertinent meetings as required for the facility.
- Submits monthly written reports to the Food, Housekeeping & Laundry Manager on the overall operation.
- Meets regularly with facility Clinical Dietitian.
- Actively participates in the following teams:
 - Regional Food & Nutrition
 - Regional Food, Housekeeping & Laundry
 - Regional Quality Team
- Perform all other duties as may be assigned.

Revised: September 2002
Date

Approved by: _____ Date
Manager/ Supervisor

Approved by: _____ Date
Vice President/ CFO

Reviewed by: _____ Date
Director, Human Resources