



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

Housekeeping/ Laundry Lead Hand

POSITION SUMMARY:

Under the direction of the Manager/ Coordinator of Food, Housekeeping and Laundry Services the Housekeeping/ Laundry Lead Hand performs assigned duties related to the cleaning, maintenance and servicing of patient/ resident accommodations and other areas which fall under the scope of the North Eastman Health Association Inc.

REPORTS TO: Manager/ Coordinator of Food, Housekeeping and Laundry Services

UNION: MGEU – Facility Support

Std Grp. 31

QUALIFICATIONS:

- Minimum three years related experience required.
- Experience in operating required equipment.
- Ability to follow written and oral instructions.
- Ability to maintain positive working relationships.
- Ability to meet the physical and mental demands of the job.

STANDARDS OF PERFORMANCE:

A demonstrated ability in the following areas:

- Ability to keep resident's/ patient's matters strictly confidential and exercise courtesy and cooperation towards residents, patients, families, visitors, coworkers and other staff members.
- Care displayed in completing assignments.
- Ability to satisfactorily maintain a high standard of service and cleanliness.
- Ability to work with a minimum of direct supervision.
- Maintains the standards of the department and upholds and abides by the region's policies and procedures.

DUTIES & RESPONSIBILITIES:

- Participates in the orientation of all new Housekeeping and Laundry staff.
- Participates in annual/ probationary Employee Performance Appraisals.
- Organizes monthly Quality Improvement program.
- Replaces staff as necessary.
- Responsible for placing and receiving chemical and paper supply orders.
- In the absence of the Manager/ Coordinator of Food, Housekeeping and Laundry Services makes decisions on issues that may arise in the course of normal Housekeeping and Laundry activities and that are in accordance with written policies and procedures.

Revised: _____
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Director, Human Resources Date

NOTE: Original Signed and Dated December 6, 2004