

JOB DESCRIPTION

Division: Administration	Job Title: Environmental Services Manager	Version Date:
Location: Maple View Landings, Athens	Reports To: Administrator	Salary Grid:
Department: Environmental Services		

Position Summary:

As a member of the Maple View Landings management team, reporting to the Director, Long Term Care Services/Administrator, the Manager is responsible for the planning, leadership and oversight of Environmental Services (Housekeeping & Laundry) and Building maintenance operations, capital projects, Home's asset management and emergency preparedness for the Maple View Landings site.

The Environmental Services Manager is responsible for the operation and maintenance of the facilities and grounds of the property. This includes a newly constructed 192 room long-term care facility, the former LTC facility to be repurposed and other ancillary buildings on the grounds. Facility maintenance will include ensuring proper operation of all building services including pumps, boilers, heating and air conditioning systems, air handling units, refrigeration systems, water treatment and septic systems. Maintenance of the grounds will include all outdoor spaces on the property and equipment and machinery used for that purpose. At all times the priority shall be maintaining a safe and secure environment for residents, visitors, and staff members by ensuring compliance with all Ministry standards, Provincial Acts, and corporate policies and procedures and upholding the values of the Corporation.

The Environmental Services Manager is responsible for the day-to-day supervision, leadership and operation of the laundry, housekeeping, storekeeping and maintenance services. This position ensures effective and efficient customer service delivery and is responsible for ensuring that best practice standards for laundry, housekeeping and maintenance services are upheld and in compliance with Ministry standards, all relevant legislation including the Fixing the Long-Term Care Act, Occupational Health and Safety Act, guidelines, warranties, best practices and corporate policies and procedures.

Qualifications:

Education, Certification & Licenses

- Post-secondary degree in Mechanical Engineering, Building Systems Management, Facilities Management or a related licensed trade.
- Completion of a recognized facilities management training program, such as the Facilities Management Administrator designation of the Building Owners and Managers Institute (BOMA) or

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equivalent designation in industrial facility management or the Environmental Services Leadership certificate from the Canadian Healthcare Housekeepers' Association

- Project Management Professional (PMP) certification strongly preferred.
- Completion of municipal certification AMCTO, MAP, MAFP, etc. considered an asset.
- Knowledge and experience with various building codes (Ontario Building Code, Ontario Fire Code, Electrical Safety Association, ASHRAE, Canadian Elevator Safety Act, etc.) essential
- Completion of a course in Fire Safety Planning Training for Owners and Operators such as PSHSA Improving Fire Safety for Vulnerable Ontarians: Training for Owners/Operators of Care in accordance with Ontario Regulation 150/13, or willingness to complete within first six months.
- Valid Class G Driver's license with clean driving abstract required, with access to a reliable vehicle. Occupational Health and Safety certification is preferred.
- Required to obtain and maintain satisfactory criminal and vulnerable sector checks.
- Knowledge of the Fixing the Long-Term Care Act and Regulations; Occupational Health and Safety Act; and accreditation processes.

Experience

- Seasoned manager with demonstrated leadership and communication skills and human resource management. Minimum five (5) years of supervisory experience with a strong focus on mentoring and employee motivation, preferably in a unionized environment.
- Minimum five (5) years' progressive operational experience in a medium to large healthcare organization (preferably long-term care facility, or hospital or residential complex including mechanical, electrical, plumbing, HVAC and emergency systems.
- Minimum of five (5) years' experience in a facility management services capacity including
- knowledge of new construction and renovations projects.
- Previous experience working with the elderly preferred

Knowledge, Skills, Abilities & Competencies

- Considered an exceptional leader and team-player. Works well with others. Leads by example.
- Proven knowledge maintaining an institutional facility with advanced IT integration preferably in a healthcare setting.
- Strong customer service focus and the ability to establish and maintain positive relationships with staff in a unionized setting, residents and a range internal and external contacts.
- Strong and effective interpersonal, problem solving and conflict resolution skills to engage professionally and effectively with internal and external stakeholders.
- Superior organizational skills and problem-solving abilities with the ability to prioritize work in a demanding environment
- Demonstrated leadership skills with the ability to coach, motivate and develop employees.
- Demonstrated knowledge of evidence-based practices and/or prevailing practices relating to housekeeping, and laundry operations in a healthcare setting including Infection Prevention and Control prevailing practices

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- Sound knowledge of the Fixing the Long-Term Care Act, Occupational Health and Safety Act, WHMIS, Building Code, Fire Code, Municipal by-laws, and other legislation that influences the operations and as relates to facility management/asset management.
- Superior verbal, written, presentation and reporting communication skills with proven ability to prepare clear, concise and to explain technical reports.
- Extensive experience with technical knowledge of HVAC and mechanical systems, building operations and maintenance, and building management system is preferred.
- Experience and demonstrated expertise in contract administration, business and budget practices.
- Extensive knowledge of inside and outside maintenance, small engines and experience supervising building trades.
- Project management experience overseeing complex procurement contracts including the supervision of contractors, construction plans review, managing change orders and ensuring procurement policies are implemented within International Free Trade related regulations.
- Ability to read and interpret manuals related for equipment, systems, building prints and drawings, architectural, mechanical and electrical plans.
- Proven ability to develop and manage budgets including overseeing annual operational expenditures and forecast and manage capital renovation projects
- Intermediate computer literacy skills in MS Office and software specific to health care settings and facility management portfolio.
- Establishes and maintains the Continuous Quality Improvement program for portfolio and participates in Home-wide CQI processes and Quality Assurance Committee.
- Manages and/or oversees the ordering, inventory management, distribution and appropriate and safe use of supplies and equipment
- Works closely with Infection Control staff to ensure compliance with PIDAC and/or Public Health standards
- Collaborates with interdisciplinary teams to address environmental concerns and mitigate risks to residents, staff and visitors
- Ability to work independently and in a team-delivered organizational model.

Summary of Position Responsibilities:

Management and Supervision (approximately 35%)

- Implement, coordinate, assess and evaluate the environmental services in cooperation with other department leaders in the Home to ensure the efficient operation of the Department; make changes as indicated to improve quality.
- Hire, supervise, evaluate, motivate and train the department's staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning while encouraging innovation in others.

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- In collaboration with Human Resources, recruit, hire, onboard, and performance manage all direct reporting staff, recommend discipline when necessary.
- Supervise the day-to-day operation of assigned staff including the scheduling, assignment and review of work to ensure delivery standards and demands are met. Approval authority for vacation, overtime and shift exchange requests.
- Conduct or arrange in-service education sessions for department staff ensuring necessary certifications are maintained.
- Ensure Environmental services are delivered in a manner focused on resident satisfaction, safety and legislative compliance.
- Conduct regular quality assurance audits in housekeeping and laundry and follow-up with the staff, as needed to ensure best-practice standards are being met and cleaning and disinfection protocols for the Home are in place, followed and maintain; liaise with the Infection Control lead accordingly.
- Actively participate in the development and implementation of departmental policies and standard operating procedures; monitor and make improvements as indicated for quality service provision.
- Ensure that information obtained by staff is available to resident care teams, residents and family, in a professional manner, consistent with the Home's policies and procedures for maintaining confidentiality of information.
- Foster a positive team culture of health, safety, well-being to help others meet goals and be successful.
- Investigate complaints, incidents and outbreaks related to environmental issues and develop and implement corrective action to prevent recurrence.
- Keep abreast of industry trends, best practices and emerging technologies in environmental services and incorporate new knowledge into departmental practices and training programs
- Represents Home in local, regional and/or provincial planning forums or meetings
- Promote and model a Resident centered care philosophy and practice in all resident encounters and decisions, relating to the provision of environmental services in the Home.
- Interact with suppliers and vendors as it relates to housekeeping and laundry services.
- Ensuring focus is service excellence, communication/transparency, innovation and data integrity and workflow integration
- Ensures staff has the information and resources to make successful plans and decisions
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Helps to break down barriers to employee success, ensuring collaboration and cooperation
- Act as the main liaison with the Environmental Public Health Officer and other regulatory bodies, as applicable to environmental services.
- Lead for Home's emergency plan and codes. Ensures regular review and revision in accordance to legislation. Conducts emergency code drills, provides in-depth training and practices drills to all staff across all shifts and ensures records maintained. Liaises with local Fire Chief and corporate Emergency coordinator(s).

Budget and Financial Management (approximately 15%)

- Responsible for managing the Department's financial resources to ensure the department's expenditure is controlled and maintained within approved budget, including monitoring staffing hours/attendance.
- Using an inventory control system, order and monitor for effective use of required departmental resources and supplies in accordance with Counties' procurement policy, within approved budget and per delegated authority threshold for purchasing
- Develops, manages and administers annual and multi-year capital and operating budgets for portfolio and property,
- Ensures goods and services are acquired in accordance with corporate procurement policies.
- Review, approve and monitor departmental expenditures as per delegated authority.
- Participate in tender process including document preparation for approval by Administrator and/or CAO, where required.
- Prepare technical scopes of work for prioritized capital projects concerning architectural, structural, mechanical and electrical systems and emergency maintenance repair work in conjunction with resource professionals and procurement staff support, as needed.
- Assist in long-range capital and maintenance planning for the corporation; provide data for five, ten and fifteen-year capital plans as requested.
- Identify issues and recommend solutions to optimize resource utilization.
- Maintain required records such as invoices, reports, statistics, etc. in accordance with policies, procedures, and legislative requirements.
- Maintain warranty documentation and manage associated claims; liaise with Corporate Services regarding any insurance claims.
- Contribute to maintenance of the asset management database (maintenance and capital).

Building Operations and Maintenance (25%)

- Develops strategic plans, ensuring alignment with Home's and corporate strategic priorities, legislative and regulatory requirements, developing goals and objectives and future direction, monitoring and evaluating outcomes.
- Develop and maintain policies, procedures, and protocols to support regulatory compliance and best practices in environmental care.
- Implements risk management related activities to optimize resident and staff/other safety and mitigate risk related to training, equipment, systems and processes, regulations and legislation.
- Responsible for the building systems and facilities maintenance for all properties on the Maple View Landings site. This work is undertaken in consultation/coordination with Corporate Finance/ Procurement staff, other Corporate Facility staff, Federal and Provincial Regulators, Municipal Fire, Municipal Building and Health Unit staff, Contracted Engineering Services, as applicable.
- Regularly inspect and coordinate building maintenance schedules and provide instruction to contractors for all building operations, maintenance and repairs relating to building envelope as well as mechanical and electrical systems.
- Conduct a scheduled general condition analysis and identify the needs of all buildings and

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properties identifying the needs of all buildings and properties; develop an asset management plan ensuring all required work is accomplished successfully and as scheduled.

- Coordinate security operations for buildings including annual maintenance and repairs as well as building card access and key management systems.
- Maintain an inventory of equipment; implement and monitor preventative maintenance schedules to maximize life of equipment and determine replacement, repair and maintenance needs.
- Ensure building automation systems are maintained including daily monitoring and response.
- Ensure 24-hour coverage is available for all building related issues, alarms and emergencies.
- Develop and maintain maintenance and operation records and standard operating procedures including but not limited to mechanical and electrical systems, building automation and security.
- Maintain a work order system for small projects and minor building repair requests.

Grounds Maintenance (approximately 10%)

- Responsible for ensuring the grounds upkeep and maintenance of the Maple View Landings site. This work is undertaken in consultation/coordination with other department leaders in the Home, corporate Public Works/Forestry staff, and other officials or regulators as applicable.
- Regularly inspect and coordinate grounds maintenance schedules and provide instruction to internal maintenance staff or external contractors in relation to grounds maintenance to ensure aesthetically pleasing outdoor environment that affords safe usage by internal and external stakeholders.
- Oversee seasonal maintenance contracts and general contractors, installation of seasonal structures or equipment.

Contract Supervision (10%)

- Efficiently and cost effectively manage multiple contracts for technical and maintenance services of varying scope (i.e. quality of work, structural, mechanical, electrical) required to maintain, enhance or improve the physical condition of the Maple View Landings facilities, using consistent and technically sound property and asset management techniques and processes.
- In conjunction with corporate procurement staff, arrange recommend, draft and provide input to the development of tenders for non-recurring and recurring contracts such as preventative maintenance contracts and approved capital projects; respond to bidder inquiries regarding scope of work; attend bid openings; participate in evaluation of tender submissions and recommend awarding of contracts in accordance with purchasing policy.
- Supervise contracted work and projects to ensure completion to the specifications; evaluate and inspect completed work; in consultation with procurement staff, recommend cancellation of contracted work, contractor hold backs, etc., to the Administrator as necessary.
- Participate in joint tenders with Corporate Facilities staff to avoid duplication and to maximize value for the Home and property.

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Other (approximately 5%)

- As a member of the Home's Leadership Team, provide support and backup coverage to other department supervisors/managers as requested.
- Participate on internal and external committees as directed by the Administrator, professionally representing the interests of the Home and the Corporation.
- Participate as management representative on the Joint Health and Safety Committee.
- Through Environmental services efforts and in collaboration with the Home's leadership team, ensure and maintain a clean, efficient, and safe working environment, recognizing health and safety hazards, reporting incidents, as well as participating in fire safety activities.
- This position must maintain the ability to travel in a timely manner to other offices, work locations, or sites as authorized by the Corporation for business travel.
- Participates in the on-call management rotation for emergency coverage for Long Term Care.
- Other related duties, as requested and required.

Legislative Requirements:

- Perform the responsibilities of the position within the legislative and regulatory standards set out in the applicable government Legislation, Directives, and Standards, Municipal Acts, By-Laws and operational policies of the Home and the United Counties of Leeds and Grenville.
- Ensure a high level of respect for confidentiality for both the organization as a whole and staff as per the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) the Personal Information Protection and Electronic Documents Act, the Personal Health Information Act (PHIPPA), the Fixing the Long-Term Care Act and its regulations.
- Protect health and safety of self and others by adopting safe work practices, reporting/ addressing unsafe conditions, and attending all relevant in-services regarding occupational health and safety. Fulfill employee and employer responsibilities in accordance with the Occupational Health and Safety Act, Workplace Safety and Insurance Act, and WHMIS.
- As set out in the United Counties of Leeds and Grenville's Emergency Plan, perform duties
- on the declaration of an emergency.

Physical Demands:

- Position requires considerable visual and auditory attention with attention to detail.
- Regular use of office equipment with some coordination and speed required where work operations are not constant and there is choice of workflow.

Working Conditions:

- Inside and outside work, in all weather conditions, as required to oversee the completion of work and condition of facilities.
- Hours of work per week: 35 hours.
- Work may involve frequent interruptions to respond to demands.

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- Work outside of normal business hours to meet organizational needs as required.
- Infrequent overnight trips for training.
- Ability to occasionally work flexible hours including some evenings and weekends depending upon the operational needs.
- Occasional exposure to challenging interactions with staff relating to performance concerns.
- Required to participate in the on-call rotation for emergency coverage for the Home.

The foregoing Job Description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all the work requirements that may be inherent in this classification.