

Facility Support – Subsidiary 9

APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Facility Support 3 (Point Range 135 - 191)												
009	093FS07	Community and Social Services	Facility Coordinator	C	I	2	115	25	29	R1	33	177
Facility Support 2 (Point Range 85 - 134)												
009	092FS03	Community and Social Services	Laundry Washer	B+	T	1	66	16	10	R1	12	88
009	092FS04	Community and Social Services	Cleaning Porter	B+	T	1	66	16	10	R1	12	88
Facility Support 1 (Point Range 73 - 84)												
009	091FS06	Agriculture and Forestry	Facility Worker	B	T	1	57	14	8	R1	9	74

NOTE: Work at Facility Support 4 level no longer exist; new benchmark will be established if work is found at this level in the future.

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Subsidiary 9

Benchmark Evaluation - 093FS07

Identification Section

Working Title:	Facility Coordinator
Department:	Community and Social Services
Division, Branch/Unit:	Edmonton Region, Disability Services, Residential Support Services
Reports To:	Program Coordinator (RH 3)
Levels to D.M.:	7
Job Description:	093FS07
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	093FS - Facility Support 3

Comments on Role

Residential Support Services (RSS), provides residential care and supervision to individuals with developmental disabilities to sustain life and well-being. RSS is comprised of Rosecrest/Hardisty (home and respite for medically fragile children with developmental disabilities) and 11 community group homes located throughout the city of Edmonton.

The Facility Coordinator is a core team member ensuring all regulations, legislation and standards for sanitization, cleaning, and maintenance required for medical equipment and facility is maintained and the provision of a healthy, clean and safe environment in a 24/7 operation. Main focus is ensuring the cleaning, sanitization, housekeeping and cleaning porter needs of Rosecrest are met on a daily basis.

Primary responsibilities are daily organization of 7 facility support staff assignment (who does what, where and how), ordering of supplies, inventory lists, surplus, cleaning manuals, orientation of facility support staff, scheduling, prioritization of urgent needs of medical equipment/cleaning (etc.).

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	25% 29	R1 33	177

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Comments on Evaluation

Knowledge

- Content
 - Experience in facility support cleaning and housekeeping, and use and application of related equipment, products and methods, preferably in a related setting. Basic knowledge of health regulations, licensing standards and accreditation standards related to the facility needs, and scope of responsibilities organizing, assigning and overseeing work of staff. No requirement for diversified knowledge to support push on C.
- Complexity and Diversity
 - Position must be aware of the needs of Rosecrest, and the community homes and their specific cleaning, sanitizing and maintenance requirements. Must ensure the cleaning, housekeeping and porter services are provided in a timely and efficient manner by coordinating and assigning tasks to staff.
- Human Relations Skills
 - Human relation skills are beyond exchanging of information. Requires skills in supervising and motivating staff. Also skills in building relationships and effectively dealing with diverse supervisory staff across RSS in relation to meeting their facility requirements.

Creativity/Problem-Solving

Works within established regulations, standards, operating procedures and policies. The work is performed with independence and has latitude to make changes to daily staff assignments based on situations presenting. Supervision is exercised over cleaning porters performing heavy cleaning, housekeeping and porter duties to ensure cleanliness, acceptable standards and proper functioning of services. Develops operating work methods, processes and procedures within established standards and health requirements, and discussion with supervisor/management for consistent approach across RSS. Assistance is readily available.

Responsibility

Work is focused on direct supervision of cleaning porters to ensure acceptable standards of cleanliness, housekeeping and sanitation services for Rosecrest and RSS.

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Subsidiary 9 Benchmark Job Description - 093FS07

Identification Section

Working Title:	Facility Coordinator
Department:	Community and Social Services
Division, Branch/Unit:	Edmonton Region, Disability Services, Residential Support Services
Reports To:	Program Coordinator (RH 3)
Levels to D.M.:	7

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Facility Coordinator is a core team member ensuring all regulations (primarily Alberta Public Health regulations & Licencing body regulations) of sanitization, cleaning and maintenance required for medical equipment and facility is maintained. Ensuring that all coordination involved to in providing a healthy, clean and safe environment for children and adults with multiple medical and physical disabilities and for staff in 14 work sites made up of 13 community homes and 1 facility based worksite, operating 24/7 delivering essential service. Primary responsibilities are daily organization of 7 facility support staff assignments (who does what, where and how) ordering of supplies, inventory lists, surplus, cleaning manuals, orientation of facility support, scheduling, prioritization of urgent needs of medical equipment/cleaning (etc.), coordinating of repairs and alterations on an ongoing basis.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Coordinates and directs the operations of the facility support areas by:
 - a) Developing standards and policies for all cleaning duties within the 14 worksites aligned with legislation/regulation/guidelines and best practices
 - b) Maintaining and updating operational manuals related to all aspects of cleanliness, sanitization, hazardous substances, care and maintenance of heavy duty equipment both medical and general

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- c) Ordering of all supplies, medical, general, cleaning, equipment as per GOA policies
 - d) Lead for maintaining large surplus responsibilities across 14 worksites that includes strong understanding of declaration and GOA surplus process
 - e) At times will be asked to extend services to additional worksite-Disability Services Head Office
2. Functions as a core team member by coordinating and leading daily tasks to Facility Support staff:
 - a) Oversees daily coordination of 7 Facility Support staff (who, where, what to do)
 - b) Providing verbal communication on shift and completing required administrative duties
 - c) Attending staff meetings when on shift
 - d) Reporting necessary repairs
 3. Flexibility required 24/7 care; for those with severe medically and physical challenges that will require all hour of the day assistance. Coordination of set-up, cleaning, ordering of equipment is essential in maintaining regular work site functions providing direct client care.
 4. Participates in agency committees as required, mandatory training, modelling the way and coaching of Facility Support team
 - a) Supports evaluation of Facility Staff by providing ongoing feedback to Nurse Team Lead for the intent of Performance agreements and GoA planning
 - b) Prepares work schedules, provides orientation and training, organizing and prioritizing duties for all Facility Support staff
 - c) Organizes and where applicable will conduct in-service sessions or arrange training sessions for personnel

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Grade 12
- One year directly related experience
- First Aid/CPR

Experience:

- Completion of all mandatory and necessary training applicable to each worksite. (First Aid, CPR, Health Care, Back Care, WHMIS, Abuse Protocol, FOIP, etc., and all OLE training as required). Training requirements may vary in some worksites.
- RSS Policies and Procedures/practices
- Knowledge of legislative Acts and regulations as per worksite (i.e., Children's First Act, Dependent Adult Act).
- Ability to operate specialized and adaptive equipment for physical handicaps (i.e. wheelchairs, lifts, specialized mattresses and beds, century tubs, shower trolley, etc.) as required by each worksite.
- Ability to operate specialized medical care equipment (feeding pumps, nebulizers and suctioning machines) as required by each worksite be delegated authority.
- Ability to operation audio visual equipment/standards office equipment (i.e. computer, fax machine, etc.)

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- Ability to operate basic household appliances and fire extinguishers (i.e. fire/security systems, etc.)
- Ability to interpret non-verbal communication and body language of individuals
- Knowledge of various disabilities such as: cerebral palsy, seizure disorders, quadriplegia, aggressive behaviours, etc.
- Observation and assessment skills and the ability to respond appropriately to crisis or emergency situations
- Ability to adapt to changing work environments
- Flexibility to meet each individual's diverse needs
- Ability to be creative in enhancement/adaptation of the environment to promote awareness and stimulation of the individual

Competencies:

- FOIP (Freedom of Information and Privacy)
- Code of Conduct and Ethics
- Good interpersonal communications skills , professional behaviour to ensure proper representation of the GOA and the role
- Using positive problem solving techniques
- Required proficiency in written and verbal English skills

Contacts

(Main contacts of this position and the purpose of those contacts.)

Clients		Frequency	Nature/Purpose of Contact
Internal	Rosecrest Nursing & RCW Staff	Daily	To provide assistance with the daily living skills of the residents.
	Rosecrest FS1 Staff	Daily	To coordinate the daily tasks and provide verbal communication.
	Nurse Team Lead	Daily	Collaborate to oversee the provision of the services to the children and family
	RSS Senior Manager	As needed	To get expense approval.
	RSS Program Coordinator and/or Group Home Supervisor	As needed	To provide assistance in purchasing equipment or supplies. To surplus equipment no longer needed. To coordinate floor cleaning and waxing schedule.
	RSS Finance Officer	Weekly	To submit invoices and receipts for the item purchased.
External	DATS, Guardians, family, friends, volunteers	Daily	To provide assistance as needed.

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	Infrastructure, Property Management and Maintenance	As needed	To report necessary repairs or maintenance issue in the property. To search for specific medical equipment or supplies.
	Vendor's Representatives	As needed	To get a price quote. To order and receive.
	Service Technician	As needed	To get a service on broken medical and telecommunication equipment.

Last Review / Update: 2022-08-22

Subsidiary 9

Benchmark Evaluation - 092FS03

Identification Section

Working Title:	Laundry Washer
Department:	Community and Social Services
Division, Branch/Unit:	Central Region, Disability Services, Michener Center
Reports To:	Life Support Supervisor - Rehabilitation 3
Levels to D.M.:	7
Job Description:	092FS03
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	092FS - Facility Support 2

Comments on Role

The Laundry Washer provides daily laundry services within the assigned home(s). Items are washed and dried using commercial/industrial machines, folded and are returned to the appropriate area within the home in a timely and effective manner.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

Comments on Evaluation

Knowledge

- Professional/Content Knowledge
 - Position requires knowledge of industrial laundering equipment, methods and products employed in a large-scale laundry washing operation. Position can be fully functional with a short orientation to the work, equipment and procedures. WHMIS certification is required. The operation of industrial/commercial laundry equipment supports the push on the B.

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- Complexity and Diversity
 - Position is task oriented focused on daily laundry services and requires little awareness of program delivery. Must be able to organize daily tasks.

- HR Skills
 - Requires basic communication skills for the purposes of seeking clarification and/or to exchange information.

Creativity/Problem-Solving

Tasks follow clearly established procedures and practice, stated laundry requirements and timeframes of the homes. There may be some variation and judgement in determining the appropriate method, product and the amount of cleaning ingredients for specific laundry items and may exercise some judgement in performing routine maintenance of laundry machines within clearly established parameters. Assistance is available where solution cannot be found from past experience.

Responsibility

Position is focused on performing laundry washing tasks

Last Reviewed: July 2021

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Subsidiary 9 Benchmark

Job Description - 092FS03

Identification Section

Working Title:	Laundry Washer
Department:	Community and Social Services
Division, Branch/Unit:	Central Region, Disability Services, Michener Center
Reports To:	Life Support Supervisor - Rehabilitation 3
Levels to D.M.:	7

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The laundry Washer is responsible to provide daily laundry services to the assigned home(s). Items are washed and dried using domestic and commercial machines and are returned to the appropriate area within the homes in a timely and effective manner. Provides laundry services for the assigned area

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

1. Provides laundry services for the assigned area

- Receives soiled linen from the home staff and washes laundry for assigned home(s).
- Operates either domestic or commercial laundry machines as per operating guidelines
- Sorts laundry by weight loading washers and adding appropriate/specified cleaning ingredients.
- Folds clean laundry and prepares laundry for return to the appropriate place within the home.
- Maintains laundry room machinery by reporting defects to supervisor, initiating repairs and adjusting machine controls. Performs non-mechanical maintenance of laundry equipment.
- Ensures adequate laundering supplies are on hand.
- Ensures cleanliness of laundry room by washing machinery and countertops, cleaning lint traps and washing floors.

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- Maintains good working relationships with home staff through liaison between home staff and laundry supervisor, including reporting on and ensuring needs and wants of individuals are
- Determines and maintains appropriate lines inventories for homes.
- May assist in other homes in completion of laundry duties as assigned by supervisor if work in own home is complete.
- May interact with individuals and staff of Michener Services - PDD.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Ability to plan/organize the work to meet the requirements and timeframes of the homes. Position performs laundry-washing responsibilities in accordance with standard operating procedures utilizing commercial equipment.

Refers all matters requiring direction to the laundry supervisor. The position has contact with home staff and staff in other laundry areas. It may interact with individuals living at Michener, which requires different approaches according to their communication needs.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Knowledge of operating guidelines
- CPR
- Creating Culture
- Non Violent Crisis Intervention
- Fire Training
- WHMIS training and lifting and moving
- Some experience working with persons with developmental disabilities

Supervision exercised

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(List position numbers, class titles, and working titles of positions directly supervised.)

Position does not have any supervisory responsibility.

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Subsidiary 9

Benchmark Evaluation - 092FS04

Identification Section

Working Title:	Cleaning Porter and Kitchen Operations
Department:	Community Support Services
Division, Branch/Unit:	Edmonton Region, Disability Services, Residential Support Services
Reports To:	Facilities Coordinator (FS 3)
Levels to D.M.:	8
Job Description:	092FS04
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	092FS - Facility Support 2

Comments on Role

Residential Support Services (RSS), provides residential care and supervision to individuals with developmental disabilities to sustain life and well-being. RSS is comprised of Rosecrest/Hardisty (home and respite for medically fragile children with developmental disabilities) and 11 community group homes located throughout the city of Edmonton. Position performs heavy cleaning responsibilities in accordance with standard operating procedures and standards.

The primary focus of the position is on heavy cleaning, moving of furniture and equipment, lifting, routine housekeeping and kitchen tasks to ensure a clean and safe environment for the children and staff of a residential medical/respite facility. Position is responsible for the cleaning, sanitizing, washing, preparing formulae, moving furniture and equipment, facility set-up, supply delivery and other routine facility maintenance.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

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Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- Position requires knowledge of commercial cleaning techniques, products and machinery/equipment (i.e. steam cleaners, floor waxers, industrial vacuums, etc.); heavy-lifting techniques and WHMIS certification is required to safely deal with the cleaning compounds used and the disposal of used cleaning products. Some basic food handling and preparation, and kitchen equipment knowledge is also required. Position must possess a valid driver's license in order to drive the facility van and deliver materials and supplies to the homes. Breadth of activities including heavy lifting results in a push on the B.

- **Complexity and Diversity:**

- Position is task oriented with its primary focus on routine heavy cleaning, moving of furniture and equipment, lifting and directed food and formulae preparation. Minimal awareness of program delivery is required.

- **Human Relations Skill:**

- Requires the basic of communication skills for the purposes of seeking clarification and/or to exchange information.

- **Creativity/Problem Solving:**

- Commercial cleaning methods, techniques and requirements are standard and within established procedure. There may be some judgement required in determining the appropriate cleaning approach and/or materials to use based on past experience. Basics of safe food handling procedures, including following detailed instructions as directed by dietician and medical staff. Assistance is available where standard practices do not apply.

- **Responsibility:**

- Position is focused on performing heavy cleaning tasks, routine maintenance and kitchen tasks, and porter functions.

Last Reviewed: July 2021

Subsidiary 9 Benchmark Job Description - 092FS04

Identification Section

Working Title:	Cleaning Porter and Kitchen Operations
Department:	Community Support Services
Division, Branch/Unit:	Edmonton Region, Disability Services, Residential Support Services
Reports To:	Facilities Coordinator (FS 3)
Levels to D.M.:	8

Position Summary

(Briefly describe the main purpose of the position, and why it exists for the most part)

Residential Support Services, provides direct client care to dependent individuals with developmental disabilities to sustain life and well-being. RSS is comprised of The Rosecrest Home (Facility based home for medically fragile children with developmental disabilities) and 12 community group homes located throughout the city of Edmonton. Position performs heavy cleaning responsibilities in accordance with standard operating procedures and standards. Under the direction of the Facility Coordinator Supervisor, the primary focus of the position is on heavy routine cleaning and housekeeping duties and kitchen operations tasks ensuring a clean and safe environment for the children and staff of a residential 24/7 high medical needs facility. Position is responsible for the cleaning, sanitizing, washing, moving furniture and equipment, facility set-up, directed food and formula preparation per dietitian orders and kitchen cleanliness, supply and material receipt and delivery and other routine facility maintenance.

Primary Accountabilities/Responsibilities

(List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each)

1. **Responsible for performing activities related to ensuring a healthy, clean and safe environment:**
 - a) Stripping, sealing, waxing, polishing, washing, dry mopping, shampooing and vacuuming floors and stairs for Rosecrest; and on a bi-yearly basis (or as required) for the twelve (12) Community Homes
 - b) Washing walls, ceilings, light fixtures, basement area, linen chute and removing vents for cleaning. Assist with window cleaning, curtain or blind removal and re-hanging

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- c) Cleaning of resident assisted living equipment (e.g. IVs, ventilators, wheel chairs, etc.) as instructed, and sanitization of mattresses.
- d) Loading bagged soiled linen for laundry pick up. Daily sanitizing of soiled linen room and diaper/incontinent containers. Launder, wash children's personal clothing.
- e) Moving furniture and equipment for daily cleaning and relocation as needed
- f) Removing garbage and recycling and dispose of appropriately
- g) Performing light repairs and maintenance as needed

2. Assist with centralized purchasing of supply and storage of materials for RSS:

- a) Ensure adequate cleaning supplies for the facility including proper storage and restocking as required
- b) Receive, lift and store bulk ordered supplies and materials
- c) Deliver supplies to Community Group Homes

3. Kitchen operations and food preparation:

- a) According to Doctor's and Dietician orders and direction and maintaining a high level of cleanliness, prepares food for children including special diets, purees, and formulae. Checks with Nurse in-charge for clarification
- b) Proper labelling and identification of all formulae and solutions made up in order to prevent any errors
- c) Ensure a safe and clean kitchen environment including washing floors daily, and completing major cleaning monthly in the kitchen and formula rooms.
- d) Orders food and special formulas, purchase groceries weekly, as needed
- e) Stock formulas records amount of cans used, ensuring awareness of expiry dates on ingredients and formulas.

4. Safe building and work area:

- a) Notify supervisor of health and safety concerns or issues
- b) Know and practice Fire Regulations, participate in monthly fire drills
- c) Complete and pass the Alberta Health Services Home Study course in food safety every 3 years
- d) Follow WHIMMS guidelines
- e) Attend Lifting in service

4. Safe building and work area:

- a) Providing verbal communication on shift and completing required administrative duties
- b) Attending staff meetings when on shift
- c) Reporting necessary repairs
- d) Assists in the orientation of any employee/volunteer/student as delegated
- e) Participates in interactions with the individuals in a courteous and respectful manner

Knowledge/Experience/Competencies

(Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. Critical competencies (technical and behavioural) required to do the work should be included – please reference the APS Competency Model.)

Knowledge:

One year directly related experience in institutional cleaning and use of equipment and materials:

- Knowledge of commercial cleaning techniques, products and machinery/equipment (i.e. steam cleaners, floor waxers, industrial vacuums, etc.)
- Basic knowledge of WHMIS to safely deal with the cleaning compounds used and the disposal of used cleaning products.
- Knowledge of how to lift heavy items.
- First Aid/CPR
- Some knowledge of basic food handling and kitchen equipment. Completion of on-line Alberta Food Handling Course.
- Valid driver's license in order to drive the facility van and deliver materials and supplies to the homes
- Completion of all applicable mandatory in service training e.g. - FOIP (Freedom of Information and Privacy); Code of Conduct and Ethics
- RSS Policies and Procedures/practices
- Proficient communication skills

Competencies:

- FOIP (Freedom of Information and Privacy)
- Code of Conduct and Ethics
- Good interpersonal communication skills, professional behaviour to ensure proper representation of the GOA and the role
- Using positive problem solving techniques
- Required proficiency in written and verbal English skills

Primary Relationships / Contacts

(Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact.)

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Position has some contact with individuals but this is not a usual requirement. Most contact with other co-workers, staff and supervisory staff for the purpose of providing basic information in a courteous manner.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Clients		Frequency	Nature/Purpose of Contact
Internal	RSS Staff	Daily	Respond to requests for cleaning, sanitizing, etc.
	Facility Supervisor	Daily	New work assignment, clarification of standard operating procedures, issues with equipment or safety
External: Vendors		Daily	To provide assistance with deliveries of supplies and material

Subsidiary 9

Benchmark Evaluation - 091FS06

Identification Section

Working Title:	Facility Worker
Department:	Agriculture and Forestry
Division, Branch/Unit:	Forestry Division, Wildfire Management Branch, Hinton Training Center
Reports To:	Food Services Coordinator
Levels to D.M.:	7
Job Description:	091FS06
Minimum Recruitment Standard:	See the Minimum Recruitment Standards for Facility Support
Job Code:	091FS - Facility Support 1

Comments on Role

The position is a seasonal worker at the Hinton Training Center. Position performs basic kitchen support work related to the routine preparation of food, ware washing, kitchen cleaning, and dining room maintenance and set up. Also performs basic housekeeping tasks related to changing and exchanging bed linens. The tasks assigned are entry level, routine, defined and scheduled.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
BT1 57	14% 8	R1 9	74

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Comments on Evaluation

- **Knowledge:**

- **Content:**

- Requires some experience and knowledge of basic food preparation and handling, and use of basic kitchen equipment. Position can be fully functional with a short orientation to the work, equipment and procedures.

- **Complexity and Diversity:**

- Position is focused on tasks and requires little awareness of program delivery or that of the individuals using the center.

- **Human Relations Skill:**

- Requires communication skills for the purposes of seeking clarification and/or to exchange information.

- **Creativity/Problem Solving:**

- Tasks are guided by well established standards and assistance is available when required. May be some variation in determining the appropriate solution to be used in ensuring hygiene requirements are met, particularly in areas where possible contamination or infection may exist.

- **Responsibility:**

- Position is focused on kitchen support tasks.
-

Last Reviewed: July 2021

Last / Update: August 21, 2022

Subsidiary 9 Benchmark

Job Description - 091FS06

Identification Section

Working Title:	Facility Worker
Department:	Agriculture and Forestry
Division, Branch/Unit:	Forestry Division, Wildfire Management Branch, Hinton Training Center
Reports To:	Food Services Coordinator
Levels to D.M.:	7

Purpose

(Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see Section 2.3).)

Reporting to the Food Services Unit Lead, the Facility Worker's primary responsibilities are basic cooking support services, following standardized kitchen policies and procedures. This includes prep work, ware washing, kitchen cleaning, dining room maintenance and set up. Receiving and storing of food deliveries and general kitchen duties also fall under the responsibility of this role.

The secondary role is to ensure room turnover and refurbishment. This includes bed linen changes and exchanges. Facility Workers are required to think on their feet and adapt to a change.

Behaviours and actions are expected to align with the Government of Alberta's core values and procedures, including the Respectful Workplace Policy. The incumbent must possess good communication skills and the ability to flex to changing priorities. Key core competencies of the position are:

- Agility –able to shift priorities and change to meet client needs, stay positive during times of change, and anticipate challenges and obstacles
- Build Collaborative Work Environments – share information openly and honestly, promote collaboration and positive relationships within and outside the team
- Drive for Results – ensures work goals and objectives are met, asks for help and guidance, incorporates past learning into future work plans, and seeks to build and maintain relationships.

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- Creative Problem Solving – Ability to assess options and implications in new ways to inform decision making in order to achieve outcomes and solutions.

The Hinton Training Centre develops and delivers technical training for Alberta's Forestry Division, offers meeting space, accommodations and food services to Government of Alberta, Federal and Municipal governments, and various industry groups (forestry, oil and gas, mining).

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see Sections 2.1 and 2.2).)

1. Promote an inclusive and safe workplace where all staff feel valued and respected.

Model respectful workplace behaviours; act with integrity; be accountable; and build excellence in the organization.

- Ensure safety (physical and psychological) is considered in all work.
- Challenge disrespectful behaviours or actions that hinder inclusion.
- Cultivate a supportive and inclusive work environment for all.

2. Supports delivery of daily menu plans to clients within a defined set of policies, procedures and best practices in food preparation.

- Prepare menu items under direction of a cook.
- Follow policies and directions to utilize resources efficiently (e.g., use procedures and processes to ensure wastage is minimized).
- Ware washing, dining room and kitchen and equipment maintenance.
- Responsible for receiving, rotation and storage of food products.
- Maintain correct quantities of prepped produce available for daily production.
- Support implementation of the kitchen's service excellence program.
- Report equipment failures and problems, this includes vehicles.
- Adhere to uniform standards (e.g., safety foot ware).

3. Complete room turn over, and refurbishment of onsite accommodations.

- Change bed linens as required; execute linen exchange for long-term residents.
- Inspect rooms for pests/vermin, general wear and tear, reporting issues to the supervisor.
- Complete paperwork and reporting as required.

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- Coordinate with contractors to arrange pick-up and delivery of linens.
- Documents and reports any linen contract issues to supervisor.

4. Supports delivery of various programs at the Centre

- Participate on teams to support the delivery of the Centre's work-plans and health and safety initiatives.
- Provide support and assistance with delivering events at the Centre (e.g., equipment set-up).
- - Other duties as assigned.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see Section 2.4).)

This positions supports Cooks to ensure delivery of high quality food services as part of a daily menu plan. Food services provided are required to meet policies and standards, i.e. food safe, nutrition, taste, and appeal. This requires a general understanding of practices to prevent wastage, as well as safe food handling procedures and practices. The Facility Worker is required to work independently approximately 50% of the time. Additionally the position other facility services such as linen turnover and visual inspections.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Food Services Unit Lead – Direct Supervisor
- Cooks –Cooks delegate tasks and assignments when they are designated as the “Shift Cook in Charge”
- Facility Workers – support each other to get delegated tasks completed
- Clients – answering basic facility questions and providing housekeeping support.
- Client Services – to coordinate completion of assigned workload (linen and general facility).

Knowledge, Skills and Abilities

(The purpose of the job can be broken down in different responsibilities and end results.

Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see Sections 2.1 and 2.2).)

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- Basic knowledge in food preparation and food handling procedures.
- Basic knowledge and use of kitchen equipment and systems.
- Ability to work independently for significant periods of time.
- General understanding of standard kitchen concepts – food safe, client service excellence, teamwork.
- Good verbal and written communication skills, computer literate.
- Organized, works from a plan, follows standard processes well.
- Current class 5 Vehicle Operators License

Organization chart

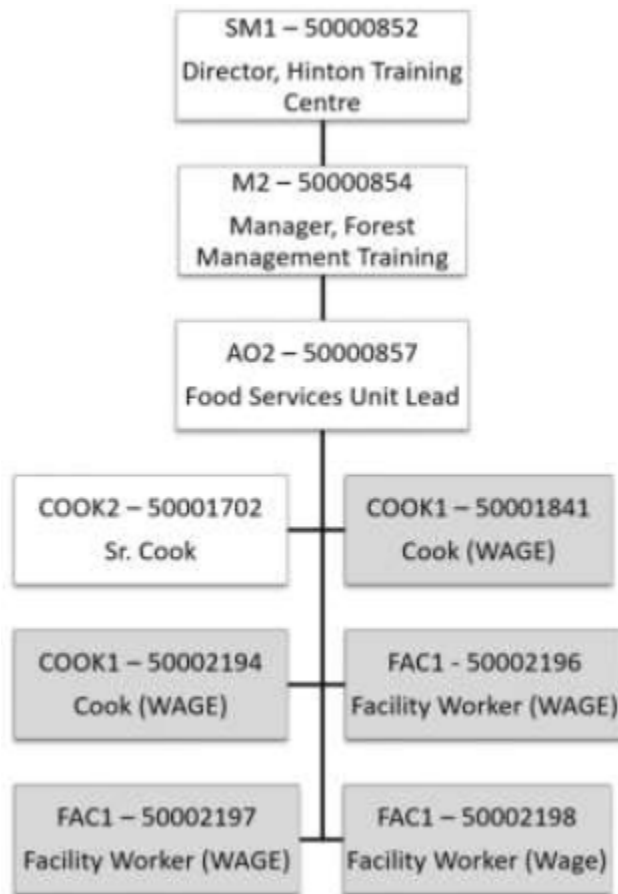
(An organization chart that includes supervisor, peers and staff MUST be attached.)

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Classification: Public

The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.



Last Review / Update: 2022-08-21