

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting regular full-time opportunity as a **Supervisor, Environmental Services (Competition #151.18)** exists in the Environmental Services Department reporting to the Manager, Facilities and Operations.

The Supervisor, Environmental Services is responsible for supervising day to day operations and the front line staff in the Environmental Services Department of Women's College Hospital. They provide direct leadership, guidance and support to a multi-functional team to ensure a high level of cleanliness, quality and timeliness of environmental service delivery to all customers. Key areas of responsibilities include: performance management, training, payroll, scheduling, quality audits, infection control, waste removal, routine and terminal cleaning, floor care, linen, laundry, portering, mail, project management and conference centre setups and teardowns. The successful applicant must be available for rotating day and evening shifts, as required.

Summary of Duties, but not limited to:

Accountabilities

- Ensures that staff complete assigned work routines and that work is completed to established standards and best practice
- Ensures that staff development is addressed and that staff meet specific performance expectations
- Ensures equipment and supplies are used per manufacturer's recommendations to deliver quality and safe outcomes

Decision Making Authority

- Arranges the duties and prioritizes the work of the front line staff. This includes modifying assignments when necessary
- Coordinates and reassigns staff due to work load or sick calls when required
- Initiates and performs coaching/discipline with staff when appropriate

Leadership

- Keeps current with industry practices and new developments in environmental services
- Participates in and implements quality improvement activities and assists in developing and implementing departmental policies and procedures and/or work standards
- Participates in Hospital committees, forums and task groups as requested by the Manager
- Advocates for Environmental Services initiatives such as "Sustainability"
- Liaises with other departments and staff to achieve desired outcomes
- Works with other supervisors collaboratively to achieve department goals
- Takes a leadership role in staff meetings including preparation of the meeting agenda and minutes

Human Resource Management

- Schedules staff in accordance with the collective agreement
- Tours units regularly to determine if service standards are being met
- Participates in the staff recruitment process
- Initiates and administers progressive staff discipline and coaching when appropriate
- Supports the Hospital's Attendance Management Program
- Trains, develops and motivates staff
- Conducts staff performance reviews according to Hospital policy

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- Develops and promotes team work among the staff
- Collaborates with the Manager on improving work routines, procedures and quality initiatives
- Conducts regular quality audits to monitor and track performance
- Completes payroll and approves staff requests for vacation

Risk Management

- Conducts routine audits and follows up with staff to deliver required standards and best practice
- Ensures safety and infection control programs and standards are being met
- Ensures staff complete E-Learning as required and adhere to hospital safety procedures and policies

Communication

- Maintains open, collaborative lines of communication with other supervisors, colleagues and staff on matters pertaining to Environmental Services
- Ensures direct reports receive information pertinent to their roles in a timely and effective manner

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- Completion of a Healthcare Management certificate program, OHA Housekeeping course and or equivalent degree (or in progress)
- Three (3) years health care supervisory experience in a unionized environment
- Technical knowledge of Housekeeping, Linen and Laundry, Waste Management, Mail and Transport/Portering
- Membership with the Ontario Health-care Housekeepers' Association is preferred
- Membership with the Canadian Association of Environmental Management is preferred
- Perioperative experience preferred
- Knowledge of the Occupational Health and Safety Act, Workplace Hazardous Material Information System (W.H.M.I.S.) and other relevant legislation
- Knowledge of the best practices for environmental cleaning for prevention and control of infections – PIDAC and ORNAC
- Strong project management experience required
- Experience conducting quality audits and following up accordingly
- Experience taking appropriate action to deal with investigations, progressive discipline and performance management issues on a timely basis, and liaising with Human Resources as appropriate
- Experience in leading, coaching and supporting a multi-functional team and a demonstrated ability to provide clear instructions and to monitor work progress
- Excellent organizational and time management skills
- Ability to work effectively under pressure
- A leader and advocate for recycling and sustainability initiatives
- Strong conflict management skills including the ability to handle difficult situations
- Ability to effectively and positively adapt to change
- Solid judgement, analysis and problem solving skills
- Excellent interpersonal and teamwork skills, and a strong ability to work effectively across all levels of the organization

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- Strong verbal and written communication skills
- Strong customer service orientation and attention to detail are essential
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: Thursday June 7, 2018

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.