

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 **temporary full-time (approximately 15 months)** opportunity as a **Manager, Operations (Competition #329.18)** exists in Operations reporting to the Director, Procurement & Contracts.

Summary of Duties, but not limited to:

- Provides supervision and direction to the EVS Supervisors, Conference Services Coordinator, Switchboard staff, and the Facilities and Operations Coordinator
 - direct reports
- Liaises with EVS Supervisors for day-to-day performance and discipline issues of front line EVS staff
- Oversees recruitment process, on boarding, performance appraisals, discipline of staff in a direct/indirect reporting relationship
- Develops and maintains effective department orientation, training and professional development programs for all staff
- Establishes and communicates role, task, performance, and productivity expectations to all staff
- Motivates, counsels, coaches and mentors staff to achieve goals and expectations
- Coordinates major and minor project work with the EVS Supervisors.(i.e. Construction terminal cleans, OR/MDRC changes and special cleaning projects)
- Develops and administers the plans, assignment procedures and schedules for cleaning requirements of all facilities, floors, walls, ceilings, doors, windows, fixtures, finishes, furniture, office equipment, plants and pest control in keeping with "Best Practice" techniques and legislated requirements
- Develops and administers waste management and disposal programs which are consistent with Hospital operations in all departments, and with current and proposed Ministry of Environment legislation.
- Maintains up-to-date policies, keeping abreast of requirements, and the training of employees as required on: waste management legislation, housekeeping practice, Occupational Health and Safety legislation, Infection Control, Equipment Operation and WHMIS training.
- Establishes environmental cleaning program and general cleanliness outcome standards that align with ORNAC and PIDAC
- Establishes and implements infection, prevention and control procedures to evaluate quality and effectiveness of the environmental services cleaning and disinfecting practices
- Develops and administers duties to ensure that productivity meets workload benchmark and makes adjustments as required for EVS, Facilities, and Switchboard staff
- In conjunction with facilities oversees the coordination of office relocations for scheduled construction and inter-departmental office moves
- Prepares budgetary reports for Director on a quarterly basis
- Completes analysis of budget to actual variances with explanations and recommended actions
- Interfaces with Hospital departments and staff to resolve any quality service related issues
- Reviews regulatory compliance procedures (ORNAC, PIDAC, CSA) with EVS Supervisors and staff
- Identifies potential environmental hazards in the facility and develops processes to mitigate risks
- Ensures that the EVS department complies with all regulatory standards, industry guidelines and technical best practices for environmental safety and cleanliness as all staff, physicians, patients and visitors are impacted by the cleanliness of the facility
- Holds a leadership role in developing cleaning standards that follows ORNAC/PIDAC, maintaining the hygiene of the facility, including overall cleanliness, and monitoring the integrity and condition of the building and equipment furnishings

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- Supports the Manager of Occupational Health and Safety and Patient Relations with facility safety improvements
- Collaborates with Infection Prevention & Control to ensure that standards and procedures for high risk environmental hygiene practices are followed to align with industry best practice, while ensuring optimal safety standards for staff, physicians, patients and visitors
- Sits on the Safety Product Evaluation Committee (SPEC) which approves all cleaner-disinfectant chemicals used in the facility
- As facilities and EVS representative on the Joint Health and Safety Committee provides recommendations and best practice solutions for both clinical and non-clinical departments with the aim of preventing significant injuries to employees, patients, clients, volunteers or the public

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:

- Post-secondary education in a related field such as a Degree/Diploma in Environmental/Hospitality Services, Ontario Hospital Housekeeping Association (OHHA) course, completion of a Healthcare Management Certificate
- Certified Hospitality Housekeeping Executive (CHHE) designation, preferred
- Minimum of five (5) years' experience managing staff including recruitment, performance management and training
- Working knowledge of Collective Agreements, the Labour Relations Act, and the Employment Standards Act
- Knowledge of Occupational health and Safety Legislation
- Knowledge of Infection Preventions and Control Legislation and best practices
- Knowledge of Industry Standards and best practice for cleaning and disinfecting
- Experience mentoring both formally and informally with demonstrated leadership skills
- Expertise in developing and maintaining excellent working relationships with team members and various stakeholders
- Excellent decision making, problem recognition, problem solving skills, negotiation and conflict resolution skills
- Strong time management skills with ability to coordinate multiple issues simultaneously and prioritize demands
- Proficiency with Microsoft Office (Word, Excel, PowerPoint and Outlook) and other relevant applications
- 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: December 6, 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.



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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.