



NORTH PEACE HOUSING FOUNDATION

Job Description

**Resident Services Attendant
Last Revised Date: 14 APR 2014**

Job Summary

The Resident Services Attendant will be responsible to the Manager for housekeeping and laundry duties and to assist with the meal service, ensuring that a high standard of service is delivered. Work is normally reviewed by the Manager or Resident Services Lead (as applicable) by periodic checks and is evaluated on the basis of quality and level of service provided and for adherence to organizational policies and procedures.

Hours of Work/Conditions

- Days, Evenings and Nights (Includes weekends and statutory holidays)
- 8-hour shift with ½ hour unpaid meal break
- Regular positions follow a six-week rotating shift schedule

Duties and Responsibilities

- Responsible for the delivery of housekeeping/janitorial/laundry services in compliance with all related legislation, NPHF policies and procedures
- As required, may periodically be assigned to the self-contained apartments or family housing unit
- Assist with food preparation & serving, dining room preparation & cleaning, etc. as required
- Responsible for completing the list of duties of the respective shift for which they are scheduled (subject to change)
- Responsible for consumption of inventory and operating equipment according to training/standards
- Following defined lines of communication, is responsible for documenting and communicating all pertinent information from their shift
- Function as a member of a team delivering quality services to residents
- Follow safety regulations and actively contribute towards a pleasant workplace
- Must comply with all NPH policies and procedures
- Must wear proper work attire as per NPH policy
- Other related duties as assigned by the Manager/Designate

Knowledge, Skills and Abilities

- Must be able to communicate (read, write, speak and comprehend) in the English language at a Grade 10 level; competency test may be required
- Must possess strong organizational and time management skills with the ability to multi-task
- Proven job reliability, diligence, dedication and attention to detail
- Self-motivated with a strong sense of responsibility
- Ability to work independently and as part of a team
- Ability to accept and promote change
- Ability to perform routine, repetitive tasks on a continuous basis
- Ability to lift moderately heavy (up to 12 kg) and move heavy objects (up to 25 kg)
- Must have a warm personality with a sincere desire to work with seniors
- Must display good judgment in emergency situations
- Must be free of all communicable diseases and must maintain good personal hygiene

Qualifications

- Housekeeping and/or nursing home experience considered an asset
- Experience doing laundry considered an asset
- Basic First Aid and WHMIS certification
- Must provide and maintain throughout the employment a satisfactory Criminal Records Check

I acknowledge that I have reviewed and understand the job description for the position of Resident Services Attendant. I understand that the job description may be modified from time to time according to operational needs as circumstances require. I agree to work according to the job description.

Employee Name (Print)

Employee Signature

Date Signed