
Position Overview

- ◆ Responsible for completing a variety of housekeeping, laundry and/or food service functions
- ◆ An integral part of the service team, supporting the provision of a quality living environment for seniors.

Qualifications

- ◆ Building Service Worker or Food Service Worker Certificate or equivalent combination of education & experience in an institutional or commercial setting;
- ◆ Demonstrates a solid understanding of the intent and philosophy of complex care when planning and delivering hospitality services;
- ◆ Comfortable working alone or in a team environment; self directed approach, able to plan, organize and deliver care and services with minimal supervision;
- ◆ Food Safe Level I, WHMIS Certification, First Aide Certificate an asset.

Key Activity Summary

Housekeeping & Laundry Services -

Delivers exemplary housekeeping services within client suites, amenity spaces & common/administrative areas. In accordance with the *Vibrant Advantage™* approach and philosophy, respects client requests for privacy & choice when delivering services. Fulfills a vital client need for communication & companionship in delivering housekeeping services within client suites & common areas. Schedules cleaning around client needs & requests. Responds to non-scheduled requests for housekeeping & laundry assistance;

Following established weekly schedules, cleans & sanitizes common areas, offices, and amenity & support spaces. Under direction of the Hospitality Services Manager performs deep cleaning functions of flooring, carpet, walls, furnishings & window coverings;

Following infection prevention & control protocols, collects and transports soiled linens and personal laundry from each neighbourhood to commercial laundry area. Washes, dries, sorts & folds flat linens, towels & personal laundry. Following established inventory 'top up' levels, prepares stocked linen carts for each neighbourhood ensuring rotation of clean linen stock. Returns clean personal laundry to each neighbourhood.

Food & Dining Services -

Following FoodSafe practices & company policies and procedures, assists with preparation, presentation, delivery & service of meals. In accordance with *Vibrant Advantage™* philosophy, respects choices & preferences of clients in meal service to enhance life quality. With assistance of clients who may be able and willing to assist, sets dining areas for meals & conducts clean-ups after meals;

Stocks common area kitchen/s ensuring proper inventory rotation methods are utilized for all perishable products. Prepares and serves beverages & snacks. Assists in preparation & service of family & special event catering.

All Hospitality Workers

Adhere to infection prevention & control, WHMIS & FoodSafe protocols when performing hospitality services; Act as 'back up' in emergency situations.