

Job Class Profile: **Domestic Worker**

Pay Level: **CG-19** **Point Band:** **292-315**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	4	2	1	2	2	1	6	
Points	47	33	25	10	30	43	41	21	64	314

JOB SUMMARY

Work performed includes a variety of standard cleaning, general maintenance and repair work to ensure a clean and sterile environment for public buildings (i.e. schools, hospitals, long term care facilities and other institutions). Work may also include providing security to safeguard buildings, equipment and personnel.

Key and Periodic Activities

- Cleans interior of facilities and buildings (i.e. mopping, sweeping, polishing and vacuuming of floors; windows, walls, ceilings, stairwells, handrails, door knobs, etc).
- Cleans and disinfects property such as patient/resident rooms, washrooms, operating rooms, clinical/public areas, classrooms, cafeterias, offices, locker rooms including furniture and equipment such as desks, hospital beds, dialysis machines, appliances, etc as well as other miscellaneous cleaning to ensure infection control.
- Operates equipment such as buffers, carpet extractors and automatic floor scrubbers to maintain floor care. Cleans, strips, buffs and waxes all floors.
- Ensures the stockroom is adequately stocked with housekeeping supplies.
- Replenishes various washroom supplies such as paper towels, soap, and hand sanitizer. Changes Sharps containers, when required.
- Performs facility security either through the use of punch clocks, room checks, fire alarm checks or ensuring buildings and premises are locked and secure for the night.
- Performs facility and equipment maintenance (i.e. oils door hinges, replaces light bulbs, locker repairs, etc).
- Collects and disposes of garbage, biomedical waste and recyclable materials such as cardboard.
- Performs other housekeeping tasks such as making beds, dusting, and cleaning of supplies.
- Maintains the grounds and premises in summer and winter (i.e. mows grass, trims hedges, sweeps and cleans walkways and curbs; shovels snow, operates snow blower, spreads salt and sand to control ice).
- Moves and arranges furniture/equipment.
- Performs emergency clean-up services.
- May be required to provide orientation and on-the-job training to new employees

Key and Periodic Activities

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| <ul style="list-style-type: none"> — May assist in delivering mail, laundry, parcels, meals and other supplies. — May assist trades personnel in the performance of tasks. |
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SKILL

Knowledge

General and Specific Knowledge:

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| <ul style="list-style-type: none"> — Knowledge of Departmental Policies, Procedures and Guidelines — Knowledge of Infection Control Procedures — Knowledge of Cleaning Chemicals and Products — Knowledge of Material Safety Data Sheets — Knowledge of Occupational Health and Safety Guidelines — Knowledge of Safe Work Practices & Procedures; Best Practices — Knowledge of dangers, safe handling and disposal of hazardous materials (WHMIS) |
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Formal Education and/or Certification(s):

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| <ul style="list-style-type: none"> — Minimum: High School (May require completion of an Infection Control Course). |
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Years of Experience:

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| <ul style="list-style-type: none"> — Minimum: Less than 1 year experience |
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Competencies:

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| <ul style="list-style-type: none"> — Ability to follow basic instructions and work processes. — Ability to apply established techniques to the completion of activities. — Ability to coordinate work activities. — Ability to interact/communicate effectively. — Ability to operate machinery such as an auto scrubber, floor scrubber, stripper or box bailer, etc. — Ability to provide advice to others on how to solve a problem. — Ability to operate a computer for occurrence reporting and completion of related forms. |
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Interpersonal Skills

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| <ul style="list-style-type: none"> — A range of interpersonal skills includes listening, asking questions, gaining cooperation of others and providing routine information and direction. — Communication occurs with supervisors/managers or other staff, co-workers, patients and general public — Most significant contacts which occur are with supervisors/managers or other staff in order to identify work tasks, provide guidance, and/or discuss problems or issues; employees within the immediate work area in the completion of work tasks; and residents/patients/students/ general public to provide routine information and direction. |
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EFFORT

Physical Effort

- Work demands occasionally result in considerable fatigue, requiring periods of rest.
- Constantly handling material or lifting, carrying, pushing other objects such as a supply cart, bed or vacuum. Lifting or moving objects between 10 to 25 lbs. is a regular requirement and lifting or moving objects over 50lbs is performed on an occasional basis. Objects include cleaning supplies, buckets of water, equipment, furniture, desks, cabinets, garbage, laundry, mats, mattresses, etc.
- Constantly standing or walking when performing all cleaning and maintenance activities. Climbing on ladders is occasionally required when removing or hanging curtains, cleaning windows or when high dusting. Working in awkward or cramped positions or body movements such as bending, kneeling, stretching is a regular occurrence when sweeping or mopping floors, making beds, hanging curtains, collecting garbage, and when performing most cleaning tasks.
- Manual or physical activities includes using gross motor skills to perform all activities, using machinery or equipment such as a vacuum, floor scrubber and buffer, etc and maintaining physical balance constantly when working on a ladder or stool.

Concentration

- **Visual** concentration is used to ensure that all areas are clean and disinfected properly and to ensure the safety of others when cleaning, mopping floors, operating equipment, performing security duties, etc. Constantly looking for garbage, untidy or dirty work areas, wet or slippery floors, or other hazards that may exist such as electrical cords left in public walkways.
- **Auditory** concentration is regularly required to listen to daily instructions, to be aware of equipment malfunctioning and the surrounding environment to ensure the safety of others as well as to listen for announcements related to housekeeping requirements.
- Other **sensory demands** used in this work environment include smell to identify odours to locate a problem and to determine when an area is clean and odour free.
- Alertness is required when performing **repetitive** daily cleaning tasks such as sweeping, mopping, vacuuming, assembling tables and beds and ensuring that all cleaners are properly contained and stored etc. To ensure the health and safety of others, **higher than normal levels of attentiveness or alertness** are required to ensure that appropriate chemicals for infection control are used and the work area is cleaned properly, floors are dry to prevent slips and falls, all hallways and entrances are free of equipment and debris, proper protective clothing is worn if assigned to an isolation room and when operating equipment such as a floor scrubber.
- **Time pressures, deadlines, interruptions and lack of control over work pace** are experienced with shifting priorities arising from medical emergency situations, safety or security issues or when there are a number of discharges and rooms have to be cleaned to allow for new admissions, etc.
- **Eye hand coordination** is required to operate machinery.
- **Exact results and precision** are required to ensure proper procedures and protocols are followed in relation to cleaning and infection control (i.e. use of chemicals and solutions,

disinfecting equipment) and when operating equipment such as floor scrubber.

Complexity

- Work involves performing cleaning and maintenance work which is similar/related in terms of the skills and knowledge used and the tasks/procedures are repetitive and well defined.
- Typical problems or challenges include managing conflicting priorities when dealing with emergency clean-up situations, determining appropriate cleaning method, equipment and type of chemical to use to ensure proper infection control procedures are in place and ensuring the safety of staff, patients, and general public when using equipment such as a floor scrubber or buffer.
- Reference material to assist in addressing problems, challenges and issues include advice and assistance from supervisor and co-workers, Policies and Procedures Manual, Material Safety Data Sheet Manual, WHMIS Manual, Infection Control Manual, Pandemic Manual, Environmental Service Best Practices, Occupational Health and Safety Guidelines, and Safe Work Practices and training.

RESPONSIBILITY

Accountability and Decision-Making

- Work is highly structured and controlled through policies and procedures and work tasks are generally prescribed and controlled. Employees in this class carry out the assigned tasks independently.
- All deviations from assigned tasks require supervisory approval. Ordering supplies requires approval.
- Discretion and independence of action is exercised to prioritize work tasks and to deal with emergency situations.

Impact

- Work results can have a positive impact within the immediate work area, organization and on the health and safety of residents, patients, students, staff and general public as well as on equipment, finances, facilities and corporate image. For example, when the facility and equipment is cleaned and sanitized properly, the spread of infections and diseases are controlled, personal injuries and occupational health and safety issues can be avoided if there are no safety hazards present and properly maintained equipment will reduce repair and replacement costs.
- Mistakes or errors such as spills or debris left on the floor, cleaning products that are not stored properly, unsanitary washrooms, inappropriate use of supplies or not following proper protocol for infection control can negatively impact the health and safety of residents, patients, students, staff and general public as well as the corporate image, material resources, equipment, facility, etc.
- Errors are typically identified and resolved within hours of problem identification as work tasks are assigned on a daily basis and monitored to ensure compliance with established standards and guidelines.

Development and Leadership of Others

- There is no supervision of staff.

- Typically required to provide orientation and on-the-job training to new employees and advice and guidance to co-workers.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to wear safety equipment such as hard hats, boots, rubber gloves, safety glasses and vests, isolation gowns, masks and aprons, etc. Special precautions must be taken depending upon the duty being performed. Must follow safety procedures and WHMIS at all times.
- The likelihood of injury or illness resulting from hazards in the job is limited.
- Constant exposure to dirt, dust, filth or garbage, wet or slippery surfaces.
- Regular exposure to toxic or poisonous substances, infectious diseases, heavy machinery or equipment and dangerous heights.
- Examples of exposure to environmental working conditions: When cleaning or when lifting/removing garbage, staff can be exposed sharp objects, bodily fluids, biomedical waste. Cleaning supplies, drain cleaners and floor finishes contain hazardous chemicals and toxic substances. Dangerous heights include working on ladders to change lights, clean windows or assist trades personnel performing ceiling repairs.