

Job Class Profile: Residential Housekeeper**Pay Level: CG-22 Point Band: 364-387**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	2	4	3	2	2	2	1	5	
Points	93	33	25	14	60	43	41	21	54	384

JOB SUMMARY

The Residential Housekeeper provides housekeeping services by facilitating and/or assisting the tenants/volunteers of a senior citizens housing complex with the preparation of one high quality nutritious meal per day and ensures the provision of a sanitary and safe living environment in all common areas of the housing complex.

Key and Periodic Activities

- Establishes meal plan; prepares, cooks and/or bakes various items by following standardized recipes; makes menu changes, when required.
- Performs a variety of cleaning tasks such as mopping; dusting; vacuuming; cleans the refrigerator, stove, freezer and furniture; washes walls, ceilings, windows; etc. Washes dishes following proper cleaning and sanitizing procedures. May shampoo carpet, if necessary.
- Replaces lavatory supplies in the public washroom and tub/shower rooms.
- Oversees tenants/volunteers engaged in the cleaning of the building, equipment and in the preparation of meals.
- Liaises with other employees to coordinate cleaning tasks, meal plans and grocery requirements.
- Prepares grocery order and purchases all necessary food supplies and miscellaneous items.
- Sets dining room tables; serves meals in an appropriate manner and practices portion control.
- Collects and disposes of garbage; cleans garbage cans.
- Ensures the proper operation of equipment and appliances.

SKILL**Knowledge****General and Specific Knowledge:**

- Policies and Procedures
- Safe Work Practices
- Basic nutrition, meal preparation and special dietary needs

Formal Education and/or Certification(s):

- Minimum: High School Diploma. Completion of a Home Support Worker/Personal Care

Attendant Program (21 weeks).

Years of Experience:

- Minimum: 1 to 2 years

Competencies:

- Follow basic instructions and work processes
- Apply established techniques to the completion of activities
- Provide advice to others on how to solve a problem or address an issue
- Write straightforward text

Interpersonal Skills

- A range of interpersonal skills are used including listening to information from other people and asking questions to get information; providing routine information and direction to co-workers, tenants and volunteers; and providing care, comfort or nurturing to residents of the housing complex.
- Communications occur with employees within the immediate work area, department and organization.
- The most significant contacts are with the residents of the housing complex ensuring that their nutritional needs are met and that their living environment is clean and safe; co-workers to ensure that cleaning tasks, meal plans and grocery requirements are coordinated; and with the supervisor for daily updates and/or advice and guidance on day-to-day operational issues.

EFFORT

Physical Effort

- The demands of the job do not result in fatigue, requiring periods of rest.
- Lifting or moving objects less than 10lbs is constantly required and lifting or moving objects such as large pots, bags of potatoes or turkeys weighing 10 to 25 lbs is performed on a regular basis. Pushing and pulling a vacuum is required on a daily basis.
- Standing or walking on a constant basis in the performance of daily activities. Occasionally required to work in awkward or cramped positions or body movements such as bending and stretching when cleaning the freezer, retrieving items out of the bottom of the freezer or reaching into the washer.
- Manual or physical activities include using kitchen appliances and using gross motor skills on a daily basis.

Concentration

- **Visual concentration or alertness** is required when preparing meals or baking to ensure correct ingredients and measurements are used and when operating kitchen appliances.
- **Auditory concentration or strain** is experienced when listening to residents to ensure understanding of any specific needs or concerns they may have.
- **Other sensory demands include taste, touch and smell** to evaluate food quality.
- **Alertness and concentration are required to ensure the health and safety of others when performing repetitive tasks** such as cooking and cleaning to ensure that the residents do not have any food allergies to the recipe ingredients and ensuring that the common areas of the

<p>housing complex are maintained in a safe and sanitary condition.</p> <ul style="list-style-type: none"> — Time pressures and deadlines are experienced constantly to ensure all cleaning requirements and meal preparation is completed during each shift. — Eye/hand coordination is required when using sharp knives to cut vegetables/meats, etc. — Exact results and precision are required when measuring ingredients to ensure meals are prepared in accordance with standardized recipes.
Complexity
<ul style="list-style-type: none"> — Work involves performing housekeeping and meal preparation work which is typically well defined and similar/related in terms of the skills and knowledge required. — Typical problems or challenges occur when all ingredients are not available to prepare a meal and there is a requirement to make a meal substitution. — Reference material to assist in addressing problems, challenges and issues include advice and support from the supervisor and/or policies and procedures manual.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work is performed in a highly structured environment and follows basic instructions and work processes. Daily work tasks are carried out independently. — Have authority to prepare a grocery order to purchase food supplies and miscellaneous items. — Supervisory approval is required to make any changes to the schedule or program.
Impact
<ul style="list-style-type: none"> — Work results can have a positive impact within the immediate work area and on the residents of the housing complex when high quality nutritious meals are prepared and the common areas of the complex are maintained in a safe and sanitary condition. — Mistakes or errors can result in delays in meal schedule; food shortages if ordering is not done on a timely basis or increased financial costs if excessive amounts of food is ordered and wasted; health and safety issues for residents if food is not properly prepared, a resident is served the wrong meal or the common areas are not maintained in a safe and sanitary condition. — Errors are typically identified and resolved within hours due to the highly structured nature of the work.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff. — May provide advice, guidance and on-the-job training to new employees.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — There is a requirement to wear safety equipment such as gloves; mask and eye protection when using hazardous cleaning chemicals. — The likelihood of injury or illness resulting from hazards in the job is limited.

- Exposed to undesirable working conditions such as dirt, dust, filth or garbage and hazardous cleaning chemicals when performing daily cleaning activities; infectious diseases when required to work with sick residents or when building is under quarantine; wet or slippery floors; and sharp objects such as knives, etc.