

**Sacred Heart Hospital
Eau Claire, Wisconsin**

Position Description

Title: BUILDING SERVICES

Division: _____

Supervisor HOUSEKEEPING TEAM LEADER

Department: HOUSEKEEPING

Position Summary – Maintains building in clean and orderly condition by performing routine maintenance functions. Cleans, sweeps, vacuums, mops and scrubs dusts and empties trash containers. Strips, waxes, and polishes floors using a buffing machine. May require lifting of heavy supplies and materials. **Required Qualifications** – Previous institutional cleaning experience.

Core Expectations -- This group of expectations applies to any individual who is employed by Sacred Heart Hospital.

Expectations	Competencies/Behaviors
<i>Delight your patients, customers and co-workers.</i>	<ol style="list-style-type: none"> 1. Demonstrates a team/collaborative approach with colleagues. <ol style="list-style-type: none"> a. Seeks win-win solutions. b. Helps and supports co-workers and physicians. c. Actively participates in team discussions and activities. 2. Demonstrates the core values of care, joy, respect and competence in interactions with peers, patients, family members, physicians and others. 3. Demonstrates behaviors consistent with Service Excellence Standards (as delineated in the Service Excellence Standards Book). 4. Practices effective communication skills: <ol style="list-style-type: none"> a. Active listening. b. Gives clear and concise information. c. Constructive interactions (verbal, nonverbal and written). 5. Seeks and supports a non-violent climate.
<i>Be reliable.</i>	<ol style="list-style-type: none"> 1. Reports to work on time. Provides proper notification and advance notice of absence/tardiness. 2. Complies with lunch and break periods in accordance with Hospital Policy and department staffing needs. 3. Is punctual for appointments and meetings. 4. Demonstrates good time management skills; utilizes work hours efficiently to avoid unnecessary overtime. 5. Serves on committees, teams, task forces, etc., as assigned. 6. Meets project deadlines. 7. Follows up on matters requiring additional attention.
<i>Grow and learn.</i>	<ol style="list-style-type: none"> 1. Attends and participates in annual mandatory inservices and other required inservices and meetings. 2. Attends and participates in continuing education as appropriate. 3. Shares expertise and knowledge with others and demonstrates openness to learn from other staff. 4. Participates in orientation preceptorship and mentoring of students, volunteers and other staff as appropriate. 5. Participates in projects, clinic and community programs as appropriate.

<p>Support organizational success.</p>	<ol style="list-style-type: none"> 1. Demonstrates awareness, understanding and support of the Hospital Philosophy, Mission and strategic direction. 2. Follows established Hospital and Departmental policies and procedures. 3. Promotes new ideas and adapts to change in a constructive manner. 4. Supports good stewardship through effective use of resources. 5. Understands, supports and participates in performance improvement processes at Sacred Heart Hospital. 6. Uses basic performance improvement tools, such as problem solving, brain storming, etc. 7. Suggests ideas for performance improvement and barrier removal. 8. Reads and acts on Hospital information and communication, i.e., memos, communication boards, communication log, newsletters, etc. 9. Demonstrates knowledge and behaviors that support a safe environment (infection control, fire safety, utilities management, etc.)
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<p>Professional Expectations --. This group of expectations applies to any position in which a certification or license is <u>required</u>.</p>
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Expectations	Competencies/Behaviors
<p><i>Maintain required licensure, registration, and/or certification as required.</i></p>	<ol style="list-style-type: none"> 1. Current WI Driver's License. 2. Crisis Prevention Intervention Certification.

<p>Job Specific Expectations --. This group of expectations relates to the specific responsibilities of the position.</p>
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Expectations	Competencies/Behaviors
<p><i>Cleaning is done safely.</i></p>	<ol style="list-style-type: none"> 1. Effectively performs the following procedures as assigned. <ol style="list-style-type: none"> a. Eight step cleaning for general areas. b. Discharge cleaning. c. Specialty area cleaning. d. Equipment care and cleaning. e. Guest service cleaning. f. Carpet care. g. Floor care. h. Total room cleaning. 2. Effectively handles waste according to Housekeeping waste disposal policies. 3. Provides transport and courier service as requested. 4. Required to respond to Code 4's on their shift as appropriate and as assigned utilizing the techniques learned from Crisis prevention

DEPARTMENT DIRECTOR _____ DATE _____

DIVISION DIRECTOR _____ DATE _____

DIVISION DIRECTOR/HUMAN RESOURCES _____ DATE _____

This position description contains the facts necessary to evaluate and distinguish it adequately from other positions. It is not intended to be a detailed description of every duty and responsibility.

PHYSICAL PROFILE OF THE JOB

Department: HOUSEKEEPING

Job Title: BUILDING SERVICES

<u>PHYSICAL DEMANDS</u>	<u>NEVER</u>	<u>RARE</u>	<u>OCCASIONAL 0-33% OF DAY</u>	<u>FREQUENT 34-66% OF DAY</u>	<u>CONTINUOUS 67-100% OF DAY</u>
Stand				X	
Sit		X			
Walk				X	
Climb Stairs			X		
Kneeling			X		
Climbing			X		
Twisting			X		
Stoop/Bend at Waist			X		
Reach below Shoulders			X		
Reach above Shoulders			X		
Manipulate objects with both hands				X	
with one hand				X	
Squatting			X		
Normal Hearing					X
Normal Sight					X
Work Indoors					X
Work Outdoors		X			
Expose Hands to Water			X		
To hand-washing			X		
To irritants			X		

LIFTING

0-15 pounds				X	
16-30 pounds				X	
30-50 pounds			X		
More than 50 pounds			X		

PUSH

0-25 pounds				X	
More than 25 pounds (includes carts and wheelchairs)			X		

PULL

0-25 pounds			X		
More than 25 pounds		X			

CARRYING

0-20 pounds		X			
21-40 pounds		X			
40-60 pounds		X			
More than 60 Pounds		X			

<u>ENVIRONMENTAL FACTORS</u>	<u>NEVER</u>	<u>RARE</u>	<u>OCCASIONAL 0-33% OF DAY</u>	<u>FREQUENT 34-66% OF DAY</u>	<u>CONTINUOUS 67-100% OF DAY</u>
Exposure to Biohazards	_____	_____	X	_____	_____
Exposure to Radiation	_____	X	_____	_____	_____
Exposure to Noise	_____	X	_____	_____	_____
Hearing Protection Required	_____	X	_____	_____	_____
Exposure to Heat	_____	X	_____	_____	_____
Exposure to Cold	_____	X	_____	_____	_____
Exposure to Toxic Chemicals	_____	_____	X	_____	_____
Exposure to Fumes	_____	X	_____	_____	_____
Exposure to Dust	_____	_____	X	_____	_____
Operate Motor Vehicle	_____	X	_____	_____	_____
Operate Hand/Power tools	_____	X	_____	_____	_____
Operate Machinery	_____	_____	X	_____	_____
Wear Protective Clothing	_____	_____	X	_____	_____