

Service Co-ordinator

Date Posted	April 1, 2011
Employment Type	Permanent Full-Time
Hours of Work	37.5 hours per week (1.0 FTE)
Department	Housekeeping Services
Available	Immediately
Description of Position	<p>Reporting to the Manager of Patient Support, you will ensure a high level of customer satisfaction with the provision of Cleaning and Support Services. This position is the primary contact for all Housekeeping related issues. The Service Co-ordinator provides support and direction to front line cleaning, PSA and Housekeeping Aide Staff.</p> <p>Major Accountabilities:</p> <ul style="list-style-type: none"> • Acts as the primary customer service contact on facility related matters to patients, families, nursing and other staff, working collaboratively to achieve a high level of customer satisfaction. • Assists in the development of departmental objectives, goals, policies, and procedures as set by Hospital Administrative policies, Canadian Accreditation Standards, and C.S.A standards. • Provides data for the preparation and management of annual labour, equipment and supply budgets within agreed annual guidelines: assuming accountability for same. • Implementation and maintenance of the departmental quality assurance systems. • Provides hands on training to PSA's, Housekeeping Aides, in areas of customer service. • Conducts tours with Managers, PSA'S, cleaning aides, and department heads (or designate where possible) to promote customer service and quality assurance. • Maintains a system of seamless delivery of all facility-related services. • Ensures appropriate staffing levels for all shifts. • Ensures the adequate level of supplies as per department quota. Tests and evaluates new products pertinent to the department's services. • Recommends cost effective equipment and supply purchases. • Works with Clinical Leaders to ensure all PSA services are provided to the patient unit. • Plans and monitors project work ensuring high standards of service, cost effectiveness and safety. • Prioritizes and ensures timely completion of service requests. • Conducts performance appraisals for front line employees seeking input from Clinical Leaders and other customers. Follows the steps of progressive discipline. • Refers performance issues to Manager and recommends course of action to be taken, consulting with appropriate resources (Partner, Human Resources). • Monitors work schedules/assignments and recommends change as necessary to ensure high standards of service. • Prepares quality assurance reports from inspections and reviews with Manager, ensuring a follow up action plan is in place for any deficiencies noted. • Promotes awareness of the occupational health and safety programs and ensures that the department is in compliance through the department safety audit program. • Ensures the staff is up to date on current departmental initiatives and policies through effective communication. • Manages absenteeism through hospital attendance management program. • Maintains accurate records within employee files: Attendance records, P.A Occupational Health Notices, Vacation Requests, and Disciplinary Documentation. • Acts as a member of hospital committees as requested. •
Qualifications	As the successful candidate, you will possess an applicable community college certificate/diploma or equivalent experience in either environmental or facilities services in the health care field. You must have well-developed interpersonal skills with demonstrated management and problem solving skills; knowledge in health care housekeeping procedures; equipment and supplies; knowledge in emergency response; and full knowledge of C.S.A. Standards.
Salary	Commensurate with experience
Available to	Internal and External Candidates
Deadline	April 15, 2011
How to Apply:	<p>Internal and external candidates applying to posted vacancies must submit a resume via e-mail to hr.recruiter@sickkids.ca quoting file number HSK1077-NW in the subject line of your e-mail. Only applications submitted through hr.recruiter@sickkids.ca will be considered. External candidates must also submit a completed application for employment. Please note that resumes must be sent in PDF or Word format only. General inquiries sent to this e-mail address will not be answered.</p> <p>We thank you in advance for your interest. Only those applicants selected for an interview will be contacted. In accordance with our Hospital policy, employment at Sickkids would be conditional upon providing the Hospital with satisfactory documentation of tuberculosis testing and your immunization status.</p>