



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
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## Job Description

### IDENTIFICATION

<i>Position Number</i>		<i>Position Title</i>	
U 02-20		Utility Team Leader	
<i>Department</i>	<i>Position Reports To</i>		<i>Site</i>
Physical & Engineering Services	Physical & Engineering Services Manager		Hay River Health Centre

### PURPOSE OF THE POSITION

This position operates, repairs, maintains, and monitors the operations of the assets (buildings, grounds, equipment), of the Hay River Health & Social Services Authority (HRHSSA), and supports client departments in their operational and emergency needs. This position works in accordance with Federal, Territorial and Municipal Standards and Guidelines to ensure a safe and comfortable environment for patients, staff and visitors.

### SCOPE

This position is located at the Hay River Health and Social Services Authority (HRHSSA). The HRHSSA is an accredited, integrated health authority that provides the following services; 19 community service beds, emergency services and ambulatory care services including, dialysis and endoscopy; Woodland Manor, a 25 bed long term care centre; Supportive Living Campus, a Territorial campus providing 10 permanent residences and 2 respite with a skills development centre; Diagnostic imaging, Ultrasound and Mammography; Laboratory services; Medical and Specialty Clinic services; Community Counselling services; Social Services, providing Child & Family Services; Community Health and Home Care Services; Rehabilitation services and a full range of support services.

Reporting to the Manager, Physical and Engineering Services, this position provides lead hand duties within the maintenance department to ensure smooth day to day operations by coordinating daily work assignments for maintenance personnel, providing leadership in multi-employee assignments and projects, assisting in implementing programs and procedures within the department and facility, and coordinating to acquisition of repair parts and materials as needed. The incumbent also

carries out and supports the operation, repair, and maintenance of Woodland Manor and the Supportive Living Services facilities. The incumbent may also provide services related to the staff offices located in leased facilities; the Gensen Building and Off Site Service Center. This includes operating environmental, safety and patient care systems and provides an active role in supporting several emergency plans. The incumbent will also provide support for the old H.H. Williams Memorial Hospital building and the old Medical Clinic building. Within the scope of service, this position carries a responsibility for the safety and comfort of patient, staff and visitors.

Services provided include the following:

- (a) Operating environmental, safety and patient care systems.
- (b) A response role in several Hospital emergency plans.
- (c) Within the scope of service the position carries a responsibility for the safety and comfort of patient, staff and visitors.

Good maintenance, operating technique, problem resolution and incident reporting are necessary to prolong & maximize the service & assets; and reduce the down time of service systems.

## **RESPONSIBILITIES**

1. Assists the Manager by implementing strategic plans, goals and objectives, policy and procedure; and develops systems to monitor the results in support of the HRHSSA policy and procedure.
  - Manages scheduling and daily workload.
  - Develops, motivates and supervises maintenance staff, and fosters the creation of an environment conducive to high employee morale, group cohesiveness and teamwork.
  - Participates in performance appraisals and reports on ongoing performance providing feedback to employees.
  - Supervises and directs contractors performing maintenance work, and maintains service maintenance contracts, within scope of operations.
  - Operates within the budget and financial control constraints.
  - Participates in developing policies and procedures for departmental operations.
  - Acts as liaison with internal and external clients to keep the department informed of changing requirements, trends and technologies
  - Represents the Department and the Authority on committees and multi disciplinary teams, acting as spokesperson for the department on physical services issues.
  - Performs reporting functions of the department as required by management and fulfills the financial, statistical and other related reporting functions.
2. Liaisons with the Department of Infrastructure to ensure that Health Center maintenance issues under their jurisdiction are maintained and/or addressed in a timely manner.
3. Coordinates daily work assignments for maintenance personnel. Ensures requires

shop supplies, parts and materials are acquired on a timely basis. Performs electrical preventive maintenance and repairs to equipment and infrastructure of each facility.

4. Conducts installations or repairs to varying degrees within the scope of incumbent's trade qualifications throughout all HRHSSA facilities.
5. Implement and performs general preventive maintenance on equipment directly relating to the incumbent's trade qualifications. Organizes contract work on this equipment when required.
6. Within the incumbent's trade qualifications and abilities, performs installations, final connections and/or modifications to facility infrastructure to allow for changes in building or equipment operations.
7. Operates the environmental, safety and patient care systems for the safety and comfort of building occupants, in accordance with all standards codes and regulations, for safety and comfort of building occupants.
  - Oxygen concentrator, medical air, medical vacuum.
  - HVAC systems, boilers, furnaces.
  - Emergency generator
8. Repairs equipment, systems and building structure to ensure smooth and continual ongoing operation of the three facilities.
  - Boilers, pumps, motors, compressors
  - Plumbing repairs.
  - HVAC systems.
  - Minor electrical, replacement of switches, wall plugs, fluorescent ballasts.
  - Dietary equipment.
  - Medical gas equipment, medical vacuum pumps.
  - Nurse-Call system.
  - Patients beds, commodes, wheel chairs, hydraulic lifts and chairs.
9. Conducts maintenance through routine inspections to ensure that HRHSSA's facilities operate in a safe and economical way.
  - Daily inspections on boilers and pumps
  - Control and medical air compressors.
  - Emergency generator.
  - HVAC systems.
  - Medical gases
  - Dietary walk in coolers and freezers.
  - Interior and exit lighting.
  - Parking lots and walk ways
  - Monthly inspections on laundry equipment.
  - Compressors medical and control air.
  - Pumps domestic and heating.

- Emergency lighting.
- Fire extinguishers
- Air conditioning units and exhaust fans.

10. Participates in several HRHSSA emergency response plans such as fire, mass casualty, staff assistance, elevator rescues, loss of utilities, as well as equipment and system failures, in accordance with all standards, codes, and regulations to ensure safety of patients, staff and visitors. Coordinates emergency exercises to test various emergency plans, such as fire drills.

11. Participates in on-call duty rotation, being available for call in at any time for maintenance or other emergencies.

12. Cosmetic maintenance to meet the client's needs as directed, such as carrying out alterations, enhancements and/or minor renovating, in accordance with all standards codes and regulations, to ensure all clients requests and needs are met.

- Carpentry rough and finished.
- Dry walling and painting.
- Along with plumbing and minor electrical alterations that are often part of any renovations.

13. Provides operational support for routine services such as moves and changes, patient assistance, along with building services such as waste management and total grounds management for all HRHSSA facilities which includes all yard work, flower gardens (maintaining and planting) and all snow removal.

- Relocating furniture from facility to facility.
- Moving furniture in and out of offices.
- Working with Home Care to better accommodate their patients with hardware such beds, wheel chairs and hoists.
- Garbage removal.
- Snow removal from the three facilities
- Lawn cutting, planting and maintaining flower beds.
- Keeping properties clean of debris.

14. Performs other related duties as required to support the smooth and effective operation of the department as directed by the Manager.

#### **POSITION ROLE IN CLIENT & STAFF SAFETY:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;

- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Journeyman status in the electrical trade, r along with 3 years of experience in an industrial, commercial building or health care setting. Other “Red Seal” journeyman trades with equal experience may be considered. Proven experience in project management would be an asset.

Proven leadership skills to lead and provide technical supervision to other maintenance staff. Must have the ability to prioritize and organize workload knowing how to complete duties with little or no direct supervision and must have excellent communication skills. Computer skills in Windows and Microsoft Office are required. A proficiency test in Word or Excel may be required to demonstrate proficiency.

Three to five years of industrial or commercial building maintenance experience and the completion of a recognized technical institute course such as a Building Maintenance Certificate would be beneficial.

Effective communication skills are required to interact with clients and management in the performance of duties. This involves the ability to accurately listen, understand and respond appropriately and effectively with individuals and groups.

Skills needed to effectively operate a wide range of equipment such as hand and power tools, snow clearing equipment, lawn equipment such as mowers, tractors etc. and ability to assess appropriate application.

Skills needed to use diagnostic equipment to effectively carry out technical repairs and services on electrical, electronic, mechanical systems, equipment and devices.

Ability to prioritize and organize workload and to complete duties with little or no direct supervision.

This position requires a valid Class 5 Drivers License.

## **WORKING CONDITIONS**

### **Physical Demands**

The distance factor between our four separate facilities requires personal mobility and short haul travel on a frequent basis and is often required to manually transport tools, supplies, parts etc between facilities.

This position also requires working with professional power tools / equipment on a frequent basis, many of which require specialized training.

Due to the nature of repair and installation work, the employee must be prepared to work in various or unusual physical positions i.e.: working at heights, lying on the floor, confined spaces etc. Specialized training is required for some situations. Occasional extreme physical exertion may be required.

There are also occasions when heavy lifting is required such as during furniture moving, space re-organization, receiving unusual and heavy deliveries etc.

### **Environmental Conditions**

This position is exposed to substantial electrical, chemical, mechanical, thermal and biomedical hazards on a daily basis.

This position may be required to work in extreme cold or hot areas for extended periods of time. (outdoor work for lawn care and snow removal, hot boiler room environment etc.) This position frequently experiences rapid climate change do to the required travel from facility to facility.

The position is often exposed to unusual and unpleasant locations such as crawl spaces, manholes etc. in the course of conducting repair work.

### **Sensory Demands**

This position routinely works with complex environmental systems, equipment and devices. Operational condition checks, fault repairs and maintenance requires prolonged levels of attention in order to discern conditional discrepancies and safety conduct actions.

The employee relies heavily on each of their senses for clues during troubleshooting of various problems or situations. The employee must have the ability to make logical deductions and conclusions from the sensory input they receive when troubleshooting.

### **Mental Demands**

Often the position encounters problems that pose immediate and serious disruption to the delivery of health care. This requires quick and decisive action and the ability to technically diagnose problems under pressure. This can place considerable stress and

mental fatigue on the incumbent, and requires the special ability to carry on multiple dynamically changing tasks simultaneously.

The expectation to work on multiple concurrent projects and tasks, as well as the need to constantly prioritize for multiple clients who feel that their tasks or projects require top priority, can be very stressful.

Situations may require abstract thinking to find creative and innovative solutions to problems.

### **Time Exposure to Unusual Working Conditions / Environments**

Due to the varying nature of the work, any of the identified working conditions may apply for a short or long periods however in the course of a day, the sum of these working conditions apply 6-7 hours daily.

## CERTIFICATION

**Position Number:**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**

Revised March 2010  
Editorial changes only March 2011  
Scope August 2011  
Addition of Supervisor responsibilities & editorial updates Nov 2019