



Job Description

IDENTIFICATION

| <i>Position Number</i> | <i>Position Title</i> | |
|---------------------------------|---|--|
| U-02-135; CA1155 | Utility Worker II | |
| <i>Department</i> | <i>Position Reports To</i> | <i>Site</i> |
| Physical & Engineering Services | Physical and Engineering Services Manager | Hay River Regional Health Centre; Woodland Manor |

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 insure a safe and comfortable environment for patients, staff and visitors.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or Náydi Kúę. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 LongTerm Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

Reporting to the Physical and Engineering Manager, and in coordination with the Maintenance Team Leader, the incumbent carries out and supports the operation, repair, and maintenance of the H.H. Williams Memorial hospital, the Medical Clinic,

Woodland Manor and the Supportive Living Services facilities. The incumbent may also provide services related to the staff offices located at the Gensen Building. This includes operating environmental, safety and patient care systems and provides an active role in supporting several emergency plans. 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 and maximize the service and assets; and reduce the down time of service systems.

RESPONSIBILITIES

1. Conducts installations or repairs to varying degrees within the scope of incumbent's qualifications and experience throughout all HRHSSA facilities.
2. Performs general preventive maintenance on equipment directly relating to the incumbent's qualifications and experience and expertise.
3. 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
4. Repairs equipment, systems and building structure to insure smooth and continual ongoing operation of the four 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
5. 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
 - Snow removal from HRHSSA parking and walking areas
 - Monthly inspections on laundry equipment
 - Compressors medical and control air
 - Pumps domestic and heating
 - Emergency lighting
 - Fire extinguishers
 - Air conditioning units and exhaust fans
6. 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 insure safety of patients, staff and visitors.
 7. On call duties on a rotational basis could be called in at any time for maintenance or other emergencies.
 8. 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 meet.
 - Carpentry rough and finished
 - Dry walling and painting
 - Along with plumbing and minor electrical alterations that are often part of any renovations
 9. Provides operational supports 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 from the same facilities.
 - Moving furniture in and out of offices.
 - Relocating furniture from facility to facility
 - Working with Home Care to better accommodate their patients with hardware such as beds, wheel chairs and hoists to name a few.
 - Removing trash and the incineration of waste that can not go to the land fill site
 - Snow removal from HRHSSA parking and walking areas.
 - Lawn cutting, planting and maintaining flower beds.
 - Keeping properties clean of debris
 10. Performs other related duties as required to support the smooth and effective operation of the department as directed by supervisor.

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.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

The knowledge required to perform the responsibilities assigned is generally achieved through Journeyman status in a recognized trade such as electrical, refrigeration, plumbing, Power Engineering - 4th Class, or the completion of a recognized technical institute course such as a Building Maintenance Certificate, along with 3 years of experience in an industrial, commercial or health care maintenance.

Should possess a 5th class certificate of the Operating Engineers Qualification Program, or be expected to make a commitment towards obtaining certification in this regard.

The ability to communicate is required to effectively interact with clients. This involves the ability to accurately listen, understand and respond appropriately and effectively with individuals and groups.

The 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.

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

Must be dependable, trustworthy and loyal with the ability to prioritize and organize workload, knowing how 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 applies 6-7 hours per day.

CERTIFICATION

Position Number: U-01-152

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| <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@.

August 2009
Editorial November 2009 Scope & Client Safety
Editorial changes only March 2011
Scope – August 2011
Logo, scope, commitment statement – July 2018