

PARTICIPATION HOUSE, MARKHAM

Job Description	Maintenance Manager, Non-Union Position
Reporting to: Director of Finance/Operations	June 19, 2013
JOB FUNCTION	
As a member of the management team, the Maintenance Manager is responsible and accountable for managing the daily tasks related to operations and to ensure proper maintenance of all agency-owned buildings and equipment in accordance with relevant legislation, including Building Code, Fire Code(s), Health and Safety Regulations and approved policies and procedures.	

A. Administration Responsibilities:

- Oversee work schedules to ensure adequate staff coverage for the Laundry, Maintenance and Housekeeping Departments.
- Oversee procurement of laundry, maintenance and housekeeping supplies and equipment.
- Approval of invoices for supplies or services.
- Input/check time card swipes for relevant staff and prepare monthly reports as required for Director.
- Participate in the recruitment, interviewing, selection and hiring of new staff.
- Ensure proper training of new employees, conduct probationary reviews, discipline and yearly performance evaluations.
- Ensure policies and procedures are maintained and advise administration of necessary additions and/or changes as may be required from time to time.
- Identify and resolve issues, evaluate department procedures, troubleshoot operational problems.
- Maintain cost control in accordance with budget and participation in budget process.

B. Maintenance, Laundry and Housekeeping:

- Oversee arrangements and/or provide general maintenance and repairs of building, equipment and outside property areas for all agency-owned buildings.
- Ensure equipment manuals and warranties are maintained.
- Track equipment repair history and equipment/HVAC/flooring/roofing lists to identify when last replaced.
- Observe and monitor cleaning procedures.
- Perform random health and safety checks and ensure reasonable precautions in the circumstances to protect the workers.
- Ensure daily health and safety checklists are completed for all shifts.
- Conduct regular maintenance rounds of all buildings to ensure all life safety, building and support systems are functioning properly.
- Oversee preventative maintenance programs, including heating, air conditioning and fire safety equipment.
- Ensure roof drains are kept clear of debris.
- Perform regular tasks such as mixing solutions for housekeeping/food services/laundry staff, delivering supplies, removing garbage and recycling, stripping and waxing floors as required, cleaning windows and ceiling fans, replacing light bulbs, sweeping and scrubbing areas such as tub rooms, dining room, elevators, performing heavy housekeeping duties, general repairs, painting walls and moving of equipment and furniture, gardening, snow blowing and grass cutting, as required.

- Sourcing quotes for large jobs and liaising with all contractors and suppliers on jobs on the premises, including communication of safety standards.
- Execute set up, tear down and cleaning for special events.
- Ensure the privacy of residents during performance of duties.
- Keep the Director of Finance and Operations promptly and fully informed of all problems or unusual matters of significance and take prompt corrective action where necessary or suggest alternative courses of action which may be taken.
- Regular travel between sites is required.

C. Health and Safety

- Maintain work area in a clean, orderly and safe manner and ensure proper care in use of tools, equipment, chemicals and supplies.
- Practice agency Health and Safety policies and procedures in accordance with the Occupational Health and Safety Act of Ontario, the Public Health Department and other relevant legislation.
- Practice universal precautions in accordance with the agency policy and report all hazards immediately.
- Ensure adherence to annual requirements of review of agency policies and procedures conducted during annual employee performance review.
- Participate in the Joint Health and Safety Committee as required.
- Responsible for assisting with regular monthly fire drills and written reports as required.
- Oversee regular cleaning of dryer vents and other related building equipment in compliance with Quality Assurance Measures of Ontario Regulation 299/10 for group living sites
- Oversee arrangements for inspection, testing and maintenance of kitchen fire suppression system bi-annually and smoke detectors, extinguishers, sprinkler system, panels and alarm bells annually including distribution of required written documents.
- Liaise with fire department and other inspectors as required and arrange for annual inspections to ensure fire code and other safety regulations are in compliance.

D. Team Membership and Communication

- To reduce the agency's exposure to risk, ensure that effective communication exists within the building when dealing with critical issues pertaining to maintenance and safety of building (eg. water shut down, gas leak, no heat calls, etc.)
- Establish and maintain favourable and effective working relationships with all team members, residents, residents' families, volunteers, visitors, contractors and suppliers and promote a harmonious working climate that maximizes morale, productivity and efficiency.
- Be tactful, patient and empathetic with residents, staff and visitors demonstrating good judgement.
- Participate in agency committees as required.
- As a manager, provide a favourable image of the agency at all times to promote its objectives and enhance public recognition of all its areas of endeavour.

E. Effort Factors

- Physical Demands: A physically demanding pace, due to variety of service demands. Flexibility and ability to work extended hours, and weekend shifts as scheduled and working in a variety of weather conditions.
- Mental Demands Ability: To organize and prioritize multiple tasks. Effective problem solving abilities, ability to process information. Sound analytical and strong decision making skills.

F. Qualifications

- Post Secondary School Diploma and/or training in related field.
- Minimum 3 years of demonstrated management experience in a related field.
- Knowledge of standard practices and infection prevention and control as they relate to housekeeping and laundry, including routine cleaning.
- Knowledge of Ontario Occupational Health and Safety Act.
- Good working knowledge of all maintenance-related issues including plumbing systems, electrical systems, carpentry, mechanical systems, HVAC and sprinkler systems.
- Possess clear understanding of local fire code requirements.
- 2 to 4 years related experience in health care settings.
- Excellent written and verbal communication skills, computer skills (Word, Excel, Outlook) and technical skills.
- Excellent physical health including ability to lift heavy weighted materials.
- Excellent emotional well-being and ability to supervise and discipline staff.
- Current Class G driver's licence is required along with a reliable vehicle in good repair.

Employee Acknowledgement: I have read and reviewed the Job Description with the Manager who has explained the responsibilities and answered my questions. I have received a personal copy of this Job Description and agree to carry out these responsibilities.

Employee Signature:	Director:
Date	Date: