



## Employment Opportunity – Full Time JP-2022-55 Home and Facility Cleaner – Supportive Family Housing

### The Position

This is a full-time position that is responsible for home and facility cleaning tasks, at various program locations (i.e., designated facilities and participant family homes), on a scheduled and as needed basis.

Under the supervision of the Facility Caretaker & Maintenance Coordinator, the **Home & Facility Cleaner** is responsible for keeping program facilities clean and in safe working order. This role also includes providing routine, in-home cleaning services for and with participating families. The Home & Facility Cleaner is expected to maintain confidentiality and respect the privacy of program participants. The Home & Facility Cleaner must have a non-judgemental, educational and supportive approach toward families. The incumbent will work directly with families, with the assistance of Family Support Workers and other Nation staff to promote skill development among participants so they can help keep their homes tidy/orderly in-between scheduled cleanings.

### Duties Include:

- Clean program facilities on an established schedule. This includes but is not limited to the following tasks: hygienic/deep-clean of kitchen, washrooms, common spaces, offices and interior/exterior dining areas, and other tasks as assigned.
- Properly dispose of garbage, recycling and food waste.
- Ensure amenities are locked when not in use and secured properly for security and to prevent rodent and wildlife (i.e. rats, bears etc.) from accessing waste.
- Ensure that hand washing supplies such as paper towels and hand soap are readily available at all times in facilities.
- Respond to inquiries and complaints in a professional manner.
- Inform program staff and participating families about any accidents or damage to facilities that may occur during the normal course of cleaning.
- Sanitary cleaning of all bathrooms including all fixtures (every cleaning).
- Vacuuming and mopping all types of flooring (every cleaning).
- Scrub and sanitize all kitchen fixtures and appliances (every cleaning). Families are responsible for routine dishwashing and garbage/recycling/food waste disposal.
- Sanitary fridge cleaning and appropriate disposal of rotting food (on a schedule).
- Performing interior window cleanings (on a schedule).
- Spot cleaning doors and frames, as needed.
- Tidy entrance areas, as needed.
- Assist families with decluttering and organizing the home. This should only happen if/when families consent to this support and if/when they are present to do this alongside cleaning staff. The Janitor/Cleaner will ask for additional support from other program staff for larger jobs and disposal of items.
- Other general cleaning tasks may be approved by the Nation on a case by case basis.

### **Administration**

- Work with the Facility Caretaker & Maintenance Coordinator, to establish schedules and best tracking methods for reporting. Adhere to the established cleaning schedules.
- Log routine and non routine facility cleaning. Submit completed logs to the Facility Caretaker & Maintenance Coordinator.
- Schedule and track all in home cleanings provided for/with program participants. All encounters should be tracked daily in Mustimuhw for each family served.
- Immediately document any incidents or encounters that may impact the health and safety of staff, program participants or community members. Seek help from program staff (if required) to fill out reports. Submit incident reports to the Facility Caretaker & Maintenance Coordinator and the Program Coordinator.

### **Care Coordination and Collaboration**

- Provides day-to-day support to the Facility Caretaker & Maintenance Coordinator by cleaning and organizing facilities and homes.
- Work with the Facility Caretaker & Maintenance Coordinator, Program Coordinator and Family Support Workers to establish daily, weekly, monthly an annual cleaning schedules/routines for program facilities and participant homes.
- Work with the Food Services Coordinator and the Facility Caretaker & Maintenance Coordinator to clearly define which kitchen cleaning tasks are routinely completed by kitchen staff (i.e., maintaining food prep/storage areas, maintaining equipment and all dishware) and which tasks are to be considered “deep cleaning” tasks to be done on a schedule by the Home & Facility Cleaner.
- Inform the Facility Caretaker & Maintenance Coordinator about cleaning supplies and tools (brooms, mops, buckets, cloths, etc.) that are needed. Collaborate to ensure that supplies are ordered, available when and where they are needed.
- Collaborate with the Facility Caretaker & Maintenance Coordinator to create systems for safe storage of cleaning supplies in program facilities and participant homes. Work together to purchase and install relevant storage systems and child-proofing safety equipment. This includes ensuring that families have safe and effective ways to store cleaning items out of reach of children. Follow all guidelines and best practices outlined in the Workplace Hazardous Materials Information System (WHMIS) for handling and storage of cleaning supplies.
- Meet with participating families to discuss their expectations and preferences. Involve Family Support Workers and other program staff as needed to clarify the expectations of families, establish a clear division of labor and define specific tasks/routines. Ensure that families know what they are responsible to clean and maintain themselves, in between scheduled staff cleanings.
- Participate in working groups, meetings, and information sessions internally or with external groups.

### **General, Administration and Reporting**

- Excellent oral and written communication skills, communicates effectively and sensitively with clients from diverse backgrounds, including conflict resolution.
- Maintain flexibility in schedule and respond to unexpected emergencies and changes in workload in order to fulfill responsibilities.
- Attend and participate in scheduled staff meetings and client care meetings as requested.
- Submit routine timesheets and approved expense reimbursements (if any).

### **Interpersonal**

- Provides help/guidance to families on-site through cleaning/organizational education.
- Communicate successfully and positively with people who may have multiple barriers including physical disabilities, mental illness, addiction, and language barriers.
- Maintain and present a positive and professional image at all times.
- Balances conflicting priorities in order to manage workflow, ensure the completion of essential projects, and meet critical deadlines.
- Must be able to manage a client caseload and handle sensitive information in a confidential manner.

### **Other Duties**

- Other duties as required and assigned within the scope of the position.

### **Qualifications, Skills and Abilities**

- Excellent oral and written communication skills. Ability to communicate professionally with external agencies and effectively/sensitively with clients from diverse backgrounds, including conflict resolution.
- Analytical skills, sound judgement and decision-making skills are required to assess situations and determine the best possible outcomes.
- Proficient in the use of MS Office programs with advanced knowledge of Excel and strong data base skills
- Knowledge of shíshááh culture and community members is an asset.

Applicants should have the following training/certification and/or a willingness to be acquire the following.

**NOTE:** Some or all of this training may be provided in the workplace.

- Crisis prevention training and/or de-escalation training, non-violent intervention.
- Standard First Aid and CPR. At least one (1) staff member certified in Standard First Aid and the appropriate CPR level training must be on duty at all times.
- Indigenous awareness training.
- Mental health first aid training.
- Domestic violence safety planning.
- Substance use awareness and safety training, including naloxone training.
- LGBT2Q+ awareness training.
- Trauma-informed practice training
- Staff self-care training.
- BC Housing Database training.
- FOODSAFE Level 1 or 2 is an asset but is not required for all positions.

### **Minimum Experience**

- One (1) year of related work experience.
- High school diploma preferred.
- Proven experience house cleaning.
- Sound knowledge of cleaning supplies and cleaning techniques.
- The ability to follow instructions.
- The ability to stand for long periods of time.
- The ability to adapt to changing schedules.
- Excellent customer service skills.
- Punctual and reliable.

## **Physical and Mental Demands**

### *Physical Demands*

- You will have to spend long hours on your feet engaged in physical labour (such as cleaning floors and fixtures in a unit, cleaning facilities, lifting/moving supplies/equipment, disposing of waste, etc.)
- You will come in contact with staff and community members and must take precautions to ensure the health and safety of yourself and others Physical strength and stamina are required as this role requires standing for long periods of time, lifting and carrying kitchen equipment, food and supplies.

### *Mental Demands*

- Must synthesize complex and diverse information.
- Must remain calm, professional, objective, and constructive, even when faced with hostility.
- Attention to detail, a high degree of accuracy, with strong organizational skills.
- Must model adherence to established systems and processes.
- Highly-developed ability to work under pressure; adherence to timelines.
- Responds quickly to rapidly changing priorities, using innovation and resourcefulness.
- Provide detailed and comprehensive strategic advice with little notice.

## **Impact and Accountability**

The Home & Facility Cleaner- is accountable for keeping the support building and family units (as required) in accordance with health and safety standards. Principal accountabilities are to engage in relationship-building with families and involve them in the maintenance of their units and provide cleaning support on an as-needed basis.

## **Conditions of Employment**

- Mandatory confidentiality is a condition of employment for all staff of the Nation. Failure to comply will result in dismissal. Employees are expected to follow all guidelines harmoniously and cooperatively, creating a team approach in their duties for the Nation's future success.
- Valid Drivers License.
- Valid First Aid Certification will be considered an asset.
- Completion of a criminal record check in accordance with the *Criminal Records Review Act*.

## **Professional Development**

The Nation encourages lifetime learning and recognizes professional development is one tool to achieve this. You are encouraged to discuss professional development opportunities with the Council. Further, additional training requirements may be added by the Council to ensure your skills meet the current or expected organizational needs.

## **Adjustments to Job Descriptions**

Shishálh Nation may make necessary adjustments or amendments to job descriptions to meet current or expected business needs provided that the appropriate notice is provided.

**If you are interested in the position, send your cover letter and résumé to [recruitment@shishalh.com](mailto:recruitment@shishalh.com)**

*Preference will be given to qualified shishálh band members, community members, and other First Nation's members, Inuit and Métis. We sincerely thank all applicants for their interest in the position, however only qualified applicants will be contacted for an interview.*