Position Description

Title: Environmental Services - Manager

Date Created: 09/16/1995
Next Review Date: 02/26/2018
Reports to: Environmental Services Director Chief Operations Officer

Position Status: Salaried
☐ Exempt XX Non-Exempt

SUMMARY
The Manager is responsible for directing the overall duties and productivity of the Environmental Services Department operations to include housekeeping, laundry/linen. A “hands on” working manager style is required.

PRINCIPLE ACCOUNTABILITIES
1. Directs and supervises all Environmental Services functions and personnel. Assigns duties and instructs personnel. Evaluates work performance. Maintains established Environmental Services standards and policies of the institution.
2. Prepares daily work assignment schedule, which includes specific areas to be cleaned as well as established routine duties for each area. Provides instructions and guidance as necessary. May include some on-call and may be called back for emergent needs.
3. Manages commercial laundry account in the fulfillment of daily assignments within budget, with quality and on schedule.
4. Maintains the care and use of supplies, equipment, etc. and the appearance of housekeeping areas.
5. Performs regular inspection of patient areas and rooms for sanitation, order, safety and proper performance of assigned duties.
6. Assures that housekeeping staff follows established safety regulation in the use of equipment and supplies at all times.
7. Inspects storage rooms, utility closets, and janitorial closets, etc, for upkeep and supply control.
8. Develops and maintains written policy and procedures for housekeeping and laundry services and activities with other related departments.
9. Communicates with other department personnel to adequately plan for housekeeping services and activities.
10. Coordinates housekeeping/laundry services and activities with other related departments.
11. Coordinates and monitors patient moves and responds to patient requests promptly and according to policies.
13. Processes payables efficiently, according to policies and procedures.
14. Prepares and plans the department’s budget and submits to the Environmental Services Director COO.
15. Conducts poundage and time studies periodically as assigned.
16. Seeks out new methods and principles and incorporates them into existing housekeeping practices.
17. Performs other job duties and projects as directed.
QUALIFICATIONS
1. High school graduate or equivalent is required.
2. Two years experience in hospital housekeeping and hospital linen/laundry desired.
3. Additional courses in management, communications, infection control, hazardous waste and chemical control helpful.

LCCH MANAGEMENT STANDARDS
Supports the Mission and Vision of Lake Chelan Community Hospital by basing decisions and actions on the following Core Values:

Relationships – Relationships form the foundation for our care and service.
   Strives to develop, nurture, and enhance relationships with:
   • patients and their families
   • our community
   • physicians and other healthcare providers
   • other caregivers

Integrity – Our actions tell our community what LCCH stands for and who we are.
   Strives to:
   • do the right things for our patients, their families, and each other
   • work to earn the trust of those we serve
   • communicate openly, honestly, and with the highest ethical standards

Compassion – Every Lake Chelan Community Hospital caregiver touches the lives of the patients and families we serve.
   Strives to:
   • treat each patient, family member, and other caregivers with kindness and caring
   • improve understanding of, and respond to the needs of, our diverse community
   • respect and meet the physical, emotional and spiritual needs of our patients and their families
   • recognize that compassion is essential to healing
   • give each other grace by recognizing that we are human, and therefore not perfect, as we strive for excellence

Respect – We honor the dignity and worth of each individual.
   Strives to:
   • treat everyone we serve, and those with whom we work, with the highest levels of professionalism, acceptance, and dignity
   • be open to everyone who needs our care and time, recognizing that they have the right to our services
   • be open-minded and appreciate the perspectives and life experiences that others bring to the table
   • acknowledge and celebrate diversity in our community and our organization

Lake Chelan Community Hospital has identified specific behavioral expectations related to the values. I have received a copy of those expectations and agree to abide by them as a condition of employment.

DISCLAIMER STATEMENT
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.
EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description and I am able to perform the job functions and meet the physical requirements without restriction(s):

______________________________   ___________
Employee Signature              Date
### PHYSICAL REQUIREMENTS ANALYSIS

**Department:** Environmental Services  
**Job Title:** Manager

Mark all responses using the following codes:

- **N** = Never
- **O** = Occasionally, represents 1 to 33% or 1 to 2 hour of an 8-hour workday
- **F** = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday
- **C** = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

#### PHYSICAL ACTIVITY

<table>
<thead>
<tr>
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<th>O</th>
<th>F</th>
<th>C</th>
<th>PHYSICAL ACTIVITY</th>
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<tbody>
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<td></td>
<td>Walking</td>
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<td>x</td>
<td>Sitting/Standing</td>
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<td></td>
<td>x</td>
<td>Reaching: Shoulder height</td>
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<td>x</td>
<td>Above shoulder height</td>
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<td>Below shoulder height</td>
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<td></td>
<td>x</td>
<td>Climbing</td>
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<td>Pulling/Pushing: 25 pounds or less</td>
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<td>25 to 50 pounds</td>
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<td>Over 50 pounds</td>
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<td>Lifting: 25 pounds or less</td>
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<td>Crawling/Kneeling</td>
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<td>Bending/Stooping/Crouching</td>
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<td>Twisting/Turning</td>
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<td>x</td>
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<td>Repetitive Movement</td>
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#### PHYSICAL EXPOSURE:

(mark where applicable with “X”)

Unprotected heights   | Harmful physical agents:  
Lighting: Bright     | Heat/Cold                |
Dim                   | Noise                    |
Mechanical hazards    | Ionizing/non-ionizing radiation not likely |
Hazardous substances  |                          |
Infectious diseases   | x                        |

#### ACCEPTABLE MINIMUM PHYSICAL ABILITY:

<table>
<thead>
<tr>
<th>Vision</th>
<th>Color Vision</th>
<th>Hearing</th>
<th>Manual Dexterity</th>
<th>Talking/Speech</th>
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<td>Blind</td>
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<td>x</td>
<td>Impaired</td>
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<tr>
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<td>Moderate Loss</td>
<td>Impaired</td>
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<td>Deaf</td>
<td>Impaired</td>
<td>Mute</td>
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<td>x Fair</td>
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<tr>
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<td>x Fair</td>
<td>x Fair</td>
<td>Impaired</td>
<td>x Mute</td>
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