

SERVICE WORKER 1 and 2

GENERAL

Incumbents in this class perform a variety of manual work in a provincial building, residence or institution. Duties performed will involve custodial cleaning or general maintenance in any or all of the following areas: offices, lavatories, hallways, residences, meeting rooms, kitchens, cafeteria, classrooms, wards, recreation areas, building grounds, etc. The work is assigned by the supervisor but independence of action is exercised in the performance of duties. The work in this series is characterized by a requirement for physical execution and the ability to perform certain duties requiring some manual dexterity.

The 1 level is a recruiting level and normal progression from the 1 to the 2 level will take place after fifteen to eighteen months experience at the 1 level.

TYPICAL DUTIES

Performs such cleaning functions as dusting, vacuuming, washing, waxing, etc.; restock lavatory supplies, etc., wash kitchen facilities and clear and clean tables.

Shovels snow, rakes leaves, maintains recreation areas, etc.

Collects and disposes of garbage.

Picks up and delivers supplies or mail.

Performs minor maintenance work such as changing light bulbs, cleaning filters and ventilation louvres, etc.

Moves furniture, removes and installs storm windows.

Works in laundry and performs various laundry work such as sorting, pressing, folding, feeding linens into mangles, etc.

Picks up and delivers laundry and operates delivery vehicle.

May be required to sew, repair, mend or alter personal clothing, uniforms, or other miscellaneous items.

Assists patients or residents in choosing clothing.

Changes bedding and cleans and tidies up occupied rooms.

Maintains security in assigned area or building.

Serves food at meal times or banquets and assists cooks when required.

Assists in stock inventory, reordering and restocking of supplies.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of maintenance and cleaning requirements.

Ability to perform duties independently.

Ability to interact with staff and residents.

May be required to possess a valid driver's licence.

Education, Training and Experience

Previous experience in the related work area.

Physical Standards

Physically capable of performing the duties assigned.

SERVICE WORKER 3

GENERAL

This is responsible work in a provincial building, residence or institution where the incumbent acts as a section head and participates in work assignments in such areas as recreation, cleaning and housekeeping services, sewing room, dietary or dining areas, general maintenance or portering, etc.

The 3 level is differentiated from the 2 level in that incumbents supervise employees classified at the 1 and 2 level.

OR

In a provincial institution the incumbent is responsible for transportation of residents and for the care and maintenance of the vehicle to ensure it is in safe operating condition.

TYPICAL DUTIES

As a section head in a designated area, the incumbent supervises subordinates, participates in a variety of work assignments related to the area and assumes full responsibility for completion of work, preparing and maintaining records as required and for checking and ordering supplies.

As a transportation driver the incumbent transports residents or staff to clinics, training centres, classes, etc.

Checks vehicle to ensure safe operating condition by checking tires, oil, gas, requisitions special repairs, and special maintenance and maintains all records re mileage, oil changes, etc.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Ability to establish and maintain satisfactory working relationships with staff and residents.

Ability to prepare and maintain records.

May be required to possess a valid chauffeur's licence.

Education, Training and Experience

Previous experience in the related work area and a minimum of one year's experience as a Service Worker 2.

Physical Standards

Physically capable of performing the duties as assigned.

SERVICE WORKER 4

GENERAL

Incumbents in this class will act as senior supervisors and will co-ordinate work, supervise a large number of staff and are responsible for running a very large section or several small sections in such areas as a laundry, housekeeping, sewing, dietary operations or any other large operational area. This level is differentiated from the 3 level in that incumbents supervise a very large section or a number of smaller sections headed up by Service Workers 3.

TYPICAL DUTIES

Will provide orientation, training, supervision to a large number of subordinate staff.

Will plan work schedules, discipline staff, complete employee evaluations, resolve staff problems, and maintain all related staff records.

Maintains supervisory control of records pertaining to supplies and stock for the section.

Acts as liaison with other departments or agencies, to ensure services are being provided to all areas concerned.

Will assist in planning and developing work methods and procedures to continuously provide a more efficient service.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Ability to plan, co-ordinate and supervise activities of subordinate staff.

Ability to communicate clearly and concisely both orally and in writing.

Thorough knowledge of all operations in the work area.

Ability to prepare and maintain records.

Education, Training and Experience

Grade X education with several years' previous experience.

Physical Standards

Physically capable of performing the duties as assigned.