



Job Profile
Housekeeper (Part-time)
Crisis Shelter & Residence

POSTION SUMMARY

As part of a dynamic team in the Crisis Shelter and Residence, the Housekeepers are responsible for ensuring the cleanliness and order of the Crisis Shelter and Residence. This includes general cleaning of public areas, cleaning of bedrooms upon vacancy and all other general housekeeping duties as required.

POSITION REPORTING: Reports to the Assistant Manager, Crisis Shelter and Residence

MAJOR RESPONSIBILITIES:

1. Maintain High Standards of Cleanliness throughout the Crisis Shelter and Residence Daily:

- Clean and disinfect bathrooms, remove and dispose garbage from designated areas
- Sweep, mop and wash floors on hallways, kitchens, lounges, meeting rooms, lobbies and other areas as requested;
- Clean Kitchen, pantry and laundry areas including wiping down all furniture;
- maintain housekeeper laundry room organized;
- Wash windows, walls, baseboards
- Vacuum and steam clean carpeting, area rugs, draperies and upholstered furniture
- Maintain organization and cleanliness of housekeeping room, equipment and supplies
- The ability to work independently and respond to cleaning emergencies
- Other housekeeping duties as requested.

2. Clean and Disinfect rooms upon vacancy:

- Prioritize cleaning vacant rooms within a short time frame
- Cleaning rooms includes but not limited to: make beds and replace dirty linens with clean bedding, wipe down all furniture, blinds, light fixtures and counters, washing walls, sweeping and washing floors
- Wash all laundry, fold and store in designated area
- Package belongings left in room as required

3. Create and maintain inventory of cleaning supplies, and equipment:

- Monitor inventory and request supplies as necessary
- Report any maintenance issues or safety hazards
- Conduct regular maintenance of housekeeping equipment and ensuring it is in working order

REQUIRED COMPETENCIES:

Physical Capabilities: This position can be physically demanding requiring long periods of standing, walking, lifting, bending, crouching and kneeling. Must be physically inclined to meet the physical demands of this position and perform repetitive tasks.

Organizational Skills: Must demonstrate strong organizational skills, with the ability to plan, set priorities and meet timelines consistently.

Relationship Building: Builds positive interactions both internally and externally to achieve work related goals; gives and gets energy from bringing people together to lead and achieve; works proactively to develop positive relations with participants, peers and volunteers; goes out of his/her way to assist colleagues in achieving their individual and organizational goals.

Teamwork & Cooperation: Brings a personal contribution to the group in order to accomplish the objectives established by the team; is a team player and is cooperative; builds appropriate rapport; uses diplomacy and tact; truly values people; easily gains trust and support of peers; reliable; encourages collaboration.

Adaptability: Does the right thing at the right time; seeks and finds solutions to problems; knows when to take action on issues; resolves problems; remains flexible and versatile to new situations; understands and appreciates different and opposing perspectives on issues; enjoys challenges; reacts calmly and performs consistently under pressure.

Communication: Communicates in a thorough, clear and timely manner; listens attentively to comprehend both the factual content of a message and the feeling being expressed; shares information; demonstrates attention to others; summarizes and explains complex issues in a way that others can understand; fosters trust through open dialogue; gives feedback; gets ideas across in writing effectively.

QUALIFICATIONS AND EXPERIENCE

- Experienced in housekeeping, knowledge and safe use of cleaning materials, equipment use and procedures
- Physical stamina and mobility including ability to stand for longer periods of time, lift, kneel, bend and perform repetitive task
- WHMIS, First Aid and CPR Certification
- Ability to focus on job duties while working in a fast paced environment
- Attention to detail is critical
- Ability to maintain confidentiality and respect for all clients of the shelter and residence.
- Criminal record and Vulnerable sector check Clearance