

Operations Manager - Environmental Services

Requisition ID: 326202

Position Number: 20049702

Posting End Date: December 19, 2022

City: Winnipeg

Site: Health Sciences Centre

Work Location: Health Sciences Centre

Department / Unit: Facility Mgmt Housekeeping

Job Stream: Non-Clinical

Union: Exempt

Anticipated Start Date: ASAP

FTE: 1.00

Anticipated Shift: Days

Daily Hours Worked: 7.75

Annual Base Hours: 2015

Shared Health leads the planning and coordinates the integration of patient-centred clinical and preventive health services across Manitoba. The organization also delivers some province-wide health services and supports centralized administrative and business functions for Manitoba health organizations.

Position Overview

The Environmental Services (EvS)- Housekeeping Department provides cleaning and related services in 37 buildings and the connecting tunnel systems totaling net cleanable of 2.1 million square feet. Services are provided on a 24-hour basis 7 days per week.

Environmental Services encompasses the cleaning of all surfaces within the facility, with the exception of user/clinical equipment. Related services include management of the window washing, canopy snow removal, pest control, dry cleaning, privacy curtain replacement, window covering replacement, and re-upholstery services provided by external suppliers. Environmental Services is also responsible for sanitary supply services, storage of possessions of deceased patients, and the removal and/or exchange of patient furnishings as necessary due to patient requirements or state of repair.

Reporting to the Director, Environmental Services, and acting as a support position to the other managers and the Environmental Services Department, the Operations Manager provides support in four major service areas:

1. Ensures that Environmental Services call management is performed, tracked and monitored to ensure an optimum level of service is provided to the facility. Manages the Shift Coordinators, Training, Lead Hand and departmental Scheduling staff.
2. Oversees Environmental Services material logistics including material management, specialty material contracts and purchased services contract development.
3. Management of Provincial Training Program - develop, maintain, oversee and deliver elements of the ES training program.

MAIN FUNCTION:

Under the general direction of the Shared Health Director of Environmental Services (EvS) - Housekeeping, the incumbent is responsible for:

1. **EvS Daily Workflow and Staffing Management** - responsible for the overall process and procedures around request for service/work dispatching and short term relief scheduling.

Ensures that unionized administrative staff responsible for dispatching and short term relief staffing are provided with proper procedures and training and are scheduled to provide coverage. Works in collaboration with the Lead Hands and all Managers in receipt, dispatching and recording of all work requests coming to the department. Management of Call Management staff, Shift Coordinators, Lead hands and Reception working on all shifts report formally to the Operations Manager. The Operations Manager therefore is responsible as the manager/ organizational chief for the Shift Coordinators, Lead Hands and Casual staff including hiring, staff scheduling, performance appraisals and orientation.

2. **Material Logistics** – oversees overall material logistics including: ensuring that the warehouse has adequate levels and proper stock materials and ensuring that contracts are in place for specialized material and services to support housekeeping operations. Directs the effective distribution of housekeeping supplies (paper towels, soap, toilet paper, etc.), cleaning supplies (cleaners, disinfectants, mops, linens, draperies, etc.) and equipment (housekeeping carts, powered and specialty equipment) along with assigned unionized administrative and frontline staff. Provides working group representation on Supply Chain Management (SCM) provincial contracting working groups and other procurement and evaluation committees.
3. **Management of Provincial Training Program** - develop, maintain, oversee and deliver elements of the ES training program. Writes and maintains SOP's for HSC in addition to generic provincial SOP's. The Operations Manager is responsible for the training and orientation of all staff, including casual, part time and full time staff as well as lead hands. The incumbent provides assistance with training newly hired Managers.

Experience

- Five to seven years' experience in management and support of material and human resources in a unionized environment.
- Previous experience specifically dealing with the coordination of support functions such as: material logistics and management, contractor communication and coordination, housekeeping service call centre/dispatching function and human resource management.
- Experience developing and maintaining current and accurate records (paper and electronic) in relation to personnel issues.
- Experience using computerized support systems for business and housekeeping management environment preferred.

Education (Degree/Diploma/Certificate)

- Completion of a Diploma in Commerce, Business or Human Resource Management required, Bachelor's Degree preferred.
- Completion of a Health Services Management course or a diploma in a relevant field would be an asset.
- An equivalent combination of education and experience as recognized by the Centre may be considered.

SPECIAL TRAINING:

- Knowledge of labour law, workplace safety and health regulations, and building and fire codes.
- General knowledge of personal computer operations required (Windows and a networked environment).

- Experience with SAP and Success Factors would be an asset.

Certification/Licensure/Registration

Not applicable

Qualifications and Skills

- Human resource management experience should include: collective agreement interpretation, interviewing, discipline processes, grievance processes, job description preparation, job evaluation, training needs assessments, performance appraisals, absenteeism review and hiring.
- Demonstrated abilities in documentation systems and processes which support effective human resource and personnel issues within the unionized environment.

Physical Requirements

- Constant interruptions, occasional confrontational situations, dealing with personal information in a confidential manner, ability to sit for an extended period.

We have a unique ability to work together to make health care better. If you want to make a difference and contribute to supporting the health of your family, friends and neighbours, please apply today.

Interested candidates should select the "Apply" icon below to upload their cover letter, resume and copy of licenses/certification.

This position requires a current satisfactory Criminal Records Check (including Vulnerable Sector Search), Child Abuse Registry Check and Adult Abuse Registry Check as conditions of employment. The successful candidate will be responsible for any service charges incurred. A security check is considered current if it was obtained no more than six (6) months prior to the start of employment.

Please note that an employee is not permitted to hold two or more positions in Shared Health that combine to equal more than 1.0 FTE.

Shared Health values and supports employment equity and workplace diversity and encourages all qualified individuals to apply. We thank all applicants but only those selected for an interview will be contacted.

We welcome applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

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