



Position Title: Multi-Service Worker

Position Summary

The Multi-service Worker delivers exemplary hospitality services that enrich the life quality of seniors living within the residence. Under the direction of the Manager/Site Leader/Housing Coordinate, delivers tenant driven housekeeping, laundry and food services and acts as a member of the program team to support life quality and peace of mind for tenants and their families

Key Responsibilities

- ⇒ Fulfills a vital tenant need for communication and companionship when delivering services within tenant suites and common areas. Participates in tenant service planning as requested;
- ⇒ Delivers exemplary housekeeping and laundry services within tenant suites, amenity spaces and common/administrative areas. Respects tenant requests for privacy and choice when delivering services;
- ⇒ Following food safe practices and company policies and procedures, assists with the preparation, presentation, delivery and service of meals. Respects the choices and preferences of tenants in meal service. Conducts clean up after meals;
- ⇒ Stocks the common area kitchen ensuring proper inventory rotation methods are utilized for all perishable products. Prepares and services beverages and snacks. Assists in the preparation and service of special events;
- ⇒ Reports significant incidents & unusual occurrences to the Manager/Site Leader/Coordinator.
- ⇒ Performs scheduled & unscheduled housekeeping & laundry services in resident suites & common amenity spaces within the housing environment;
- ⇒ Follows prescribed cleaning schedules within resident suites/rooms, amenity spaces & common/administrative areas. Respects resident requests for privacy and reorganizes cleaning schedules around resident needs & requests.
- ⇒ Collects & distributes flat linens to the service areas in accordance with predetermined top-up levels. Washes, dries & folds flat linens and towels. Performs personal laundry services as directed.
- ⇒ Assists in the delivery of social and recreational programs and participates in the overall delivery of programs and services for tenants;
- ⇒ Participates in program planning & evaluation, and in Quality Improvement activities. Performs administrative tasks that support program administration.
- ⇒ Adheres to WHMIS protocols and infection control guidelines when performing hospitality services and maintains SDS; and
- ⇒ Acts as back up in emergency situations.

Qualifications & Abilities

- ⇒ Building Service Worker, Food Service Worker or equivalent combination of education and experience in a hospitality setting
- ⇒ Solid understanding of customer centered service provision
- ⇒ Demonstrated effectiveness working in a team environment and in the absence of prescribed work routines
- ⇒ Shows initiative in planning and executing work
- ⇒ Able to organize, deliver services, and work productively with minimal supervision
- ⇒ Experience working with seniors in the community preferred
- ⇒ Current First Aid Certification with CPR
- ⇒ Food Safe Level I Certificate
- ⇒ WHMIS