



JOB DESCRIPTION

Job Title: Support Service Worker

Reports to: Support Services or Dining Services Supervisor

Dept. Name: Various

FLSA Status: Non-exempt

Unit/Site: Housing

Classification: Union

GENERAL SUMMARY

Follows instructions and works as part of a team to support the daily operations of a Loretto site. Duties may include either housekeeping and/or dining services tasks. Provides the highest degree of service in the dining and cleaning functions. Maintains assigned areas in a clean and sanitary fashion as directed by a supervisor.

PRINCIPAL DUTIES AND ESSENTIAL FUNCTIONS

Job duties may include some or all of the following:

- Maintains the facility and the environment in a clean, safe and orderly manner for resident comfort and convenience.
 - Cleans furnishings, fixtures, windows, mirrors, appliances (refrigerators, cabinets, stoves, etc.) and heating/cooling units in resident apartments, living/recreational areas, offices, bathrooms and entrance/exit areas.
 - Cleans floors and carpets by vacuuming, sweeping, dusting, damp/wet mopping, stripping, waxing, buffing and disinfecting.
 - May organize closets and drawers.
 - Makes beds and straightens residents' apartments, as needed.
 - Handles clean and dirty linen appropriately.
 - Sets up "CAUTION" or safety signs properly prior to performing such duties.
 - Uses proper cleaning/disinfecting solutions and stores per policy.
 - Disposes of waste/trash (recyclables, regulated medical and regular) into proper containers. Relines containers as appropriate with plastic liners.
- Ensures the dining area and kitchen are maintained in a clean and sanitary condition.
 - Loads soiled dishes, trays and other ware into wash machine. Removes after proper cleaning; inspects and stores in designated location(s).
 - Maintains assigned areas according to schedule.
 - Maintains kitchen cleanliness.
 - Discards old food per policy/procedure.
 - Cleans microwave and other equipment or appliances after use.
 - Stores cleaned items in proper areas.
 - Delivers room service trays.
 - Retrieves dining services deliveries and shipments, and stores supplies accordingly.
 - Accompanies vendors for deliveries.
 - May assist with serving duties as required.
 - May clean the dining room, including tables, chair and floors.
 - May assist with special event or celebration set ups and take downs.



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- Reports all unsafe/hazardous conditions, defective equipment, damage to fixtures, etc. to Supervisor promptly. Assures that work areas are clean and free of equipment and supplies before leaving such areas on breaks and at the end of the workday.
- Replenishes supplies (food, toilet tissue, paper towels, soap and can liners) in assigned work areas on a regular or as necessary basis.
- Follows work/cleaning schedules as outlined for the respective shift/area.
- Keeps work areas free of hazardous objects such as protruding mop/broom handles, etc. and assures that all cleaning supplies and equipment are stored in a safe manner as instructed during the work period, and also when ending the work shift. Observes all safety precautions as instructed (universal precautions, isolation procedures, chemical labeling etc.).
- Provides excellent customer service in all interactions with residents, visitors, and staff.

Job expectations for all Loretto employees:

- Promotes and role models the mission, values, vision and strategic goals of Loretto in all interactions with staff, peers, residents, family members, vendors and visitors. Treats people with dignity, professionalism and kindness.
- Demonstrates excellent internal and external customer service skills such as friendly greeting, making eye contact, listening attentively, responding in a timely manner, showing respect and empathy and acting as a role model for staff and peers.
- Demonstrates excellent work attendance, reliability and work ethics. Arrives at facility on time for assigned shift and prepared to work.
- Attends and actively participates in required meetings and training sessions including reorientation.
- Complies with established policies, procedures, and codes of conduct at all times (e.g., dress code policy).
- Adheres to all health and safety requirements, regulations, policies and procedures.
- Practices and teaches safety awareness. Identifies and reports or corrects any possible safety or environmental issues.
- Understands all HIPAA and other compliance & regulatory requirements associated with their role, including completion of required internal or external training/certifications.
- Performs a variety of related duties as assigned.

QUALIFICATIONS

- High school diploma, GED, or ability to pass a written TABE test.
- Ability to read, write and understand the English language.
- Ability to follow simple verbal and written directions.
- Excellent customer service skills.
- Ability to stand for 8 hours or duration of shift.
- Ability to use any of the following: mops, buckets, cleaning solutions, vacuum cleaners, utility carts, floor cleaning machines, wet/dry vacuums and any other equipment used in the ordinary pursuit of the department objective.

PHYSICAL REQUIREMENTS

- Ability to stand for 8 hours or duration of shift.
- Ability to lift up to 50 lbs.



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- Ability to frequently stand, walk, push, pull, lift, grasp, climb, balance, stoop, kneel, crouch, reach, talk, hear, see and perform repetitive motions. This may include moving light furniture.

EMPLOYER'S DISCLAIMER

- Non-essential job functions are subject to possible modification where necessary to reasonably accommodate qualified individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Loretto reserves the right to modify position duties at any time, to reflect process improvements and business necessity.
- This document does not create an employment contract, implied or otherwise.

EMPLOYEE ACKNOWLEDGMENT

Employee Name: _____

Date: _____

(Please Print)

Employee Signature: _____

Reviewed/Revised	
Date reviewed/revised: 7/13/2018	By: L. Garcia
Date reviewed/revised: 10/15/2018	By: J. Mahler, J. Ingerson, R. Mills