

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, 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. In accordance with inSite's Vibrant Advantage™, respects tenant requests for privacy and choice when delivering services. Organizes cleaning schedules around tenant needs and requests. Responds to non-scheduled requests for housekeeping and laundry assistance;

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 family and special events catered;

Reports critical incidents and unusual occurrences to the Manager/Site Leader;

Collects and distributes bedding and towels to service areas in accordance with pre-determined top up levels. Washes, dries and folds flat linens and towels. Performs personal laundry services in accordance with individual service plans;

Assists in the delivery of social and recreational programs and participates in the overall delivery of programs and services for tenants;

Adheres to WHMIS protocols and infection control guidelines when performing hospitality services and maintains MSDS; and

Acts as back up in emergency situations.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Building Service Worker Certificate, Food Service Worker Certificate or an equivalent combination of education and experience in a or hospitality setting
- ◆ Solid understanding of customer centred service provision consistent with inSite's Vibrant Advantage™ model
- ◆ Demonstrated effectiveness working in a team environment and in the absence of prescribed work routines
- ◆ Able to organize and deliver services with minimal supervision
- ◆ Food Safe Level I
- ◆ WHMIS Certification