

Mountainview Medical Center Job Summary

POSITION TITLE: Environmental Services/Linen Tech

DEPARTMENT: Environmental Services

CLASSIFICATION: FT /PT-Non-Exempt

HOURS: 6AM-2:30PM

With some evenings and weekends

JOB SUMMARY

The housekeeper performs cleaning services and sanitation tasks on a daily and project basis. Responsible for cleaning in all areas of the facility. Completes maintenance records as required. Maintains hard surface floors and carpeted floor throughout the hospital. The linen worker is responsible for collecting, sorting and washing soiled linen and garments from user areas throughout the facility with frequent heavy lifting throughout the process. The Linen Worker is responsible for distributing and storing clean linen and garments for use by patients and hospital staff. Performs skilled operation of laundry equipment. Performs routine and special washing and pressing. Both housekeeping and linen workers communicate with patients and the general public to report patient requests and changes in patient status to healthcare providers.

EDUCATION/ EXPERIENCE REQUIREMENTS

- High school graduate or equivalent
- Commercial laundry and cleaning preferred

SPECIAL EQUIPMENT, SKILLS OR OTHER REQUIREMENTS

- Equipment to be used includes vacuums, buffers, burnishers, carpet extractors, mops, laundry carts, dryers, washers, and sewing machine.
- Use of cleaning agents including soaps, cleansers, germicidal solutions, and disinfectants.
- Good communication skills

WORK ENVIRONMENT AND HAZARDS:

- Exposure to disagreeable odors, communicable diseases, and bodily fluids.
- Exposure to chemicals such as disinfectants, cleansers, and soaps.
- Exposure to noise and distractions.
- Exposure to unpredictable behaviors.

WORK CONTACT GROUP:

All MMC personnel, patients and the general public.

SPECIAL PHYSICAL DEMANDS:

- Light to moderate lifting; must be able to lift a minimum of 50 pounds.
- Must be able to bend, stoop, push and pull heavy linen carts.
- Must be able to climb ladders.
- Stands and walks most of the working day.

SUPERVISED BY: Environmental Service Manager

CAREER PATH: Environmental Service Lead

Supervisee: _____

Supervisor: _____

Date of Hire: _____

Date: _____

MOUNTAINVIEW MEDICAL CENTER
 PERFORMANCE STANDARDS

#	Performance	1	2	3	4	5	Comments
1	Identifies cleaning products and usage.						
2	Performs waste disposal responsibilities including trash and infectious waste.						
3	Cleans equipment and supply areas.						
4	Replenishes supplies to housekeeping carts and closets						
5	Maintains floors including buffs/polishes floors, strips floors, applies finish to floors, and mops.						
6	Maintains carpets including wet extraction, vacuuming, and spot cleaning.						
7	Cleans office areas						
8	Washes windows						
9	Cleans elevator						
10	Operates equipment in a safe manner including scrubber, buffer, carpet extractor, vacuum, and Kaizen, burnisher washers, dryers iron and sewing machine.						
11	Cleans patient care areas including cleans occupied patient rooms, cleans unoccupied patient rooms, cleans bed, performs dismissal cleaning of patient rooms, and cleans terminal or isolation patient rooms.						
12	Makes beds						
13	Can define cleaning area by standards as to what is a critical , semi-critical, and non-critical area.						
14	Cleans stairwells and common areas daily including bathrooms.						
15	Assists in training new employees and less-experienced employees.						
16	Prepares linen par level records according to need						
17	Delivers laundry to all departments						
18	Evaluates condition of garments or other items and determines re-was, mending, and/or discard status.						
19	Keeps daily poundage records of clean linen sent to each department.						
20	Sorts, washes and dries all personal garments, lab coats and other items to be ironed.						
21	Washes and dries all cubical curtains and drapes.						
22	Distribution of personal linen to clean utility room.						
23	Traces missing garments and other items.						
24	Sorts soiled linen into classification of type and degree of stain and soil						
25	Changes chemical as needed.						
26	Logs temperatures for washers and alerts Manager if temperatures are below 160 degrees.						
27	Maintains laundry facility including cleaning and making sure dryer filters are cleaned every day at the end of shift.						
28	Performs all other duties/special projects as assigned.						

MOUNTAINVIEW MEDICAL CENTER
 PERSONAL PERFORMANCE STANDARDS

1= Doesn't Meet 5= Exceeds

#	Performance	1	2	3	4	5	Comments
1	Listens to and explores other's work related concerns without imposing unsolicited advice, opinions or decisions.						
2	Measures personal quality& productivity and actively seeks feedback and suggestions						
3	Communicates changes and delays to those affected, when plans/tasks are delayed.						
4	Contributes to meetings (listens, makes useful contributions, respects differences, stays on topic, works toward realistic solutions.).						
5	Suggests improvements, identifies quality/productivity improvements, and takes initiative.						
6	Adheres to policies and procedures and employee handbook						
7	Directly communicates with facility personnel and department staff. When upset by someone's behavior, or some other conflict, talks privately with the person; and strives for resolution.						
8	Establishes priorities; organizes work and time to meet them.						
9	When accepting a task, clarifies the objectives, action steps and schedule; identifies materials, information and support that is needed.						
10	Maintains confidentiality						
11	Communicates effectively; conveys information that clarifies confusion, enhances understanding, and is not misleading						
12	Arrives at the job, appointments and meetings on time.						
13	Supports the team and team members (helpfully identifies deficiencies, points out achievements, cooperatively solves problems, helps out).						
14	Meets the challenge of unexpected, difficult and unpleasant assignments; especially those outside the job description						
15	Takes responsibility for his/her mistakes or poor performance						
16	Acts positively (emphasizes the organization's and people's strengths; sees difficulties as challenges; helps people clarify the learning from failures and mistakes).						
17	Interacts with others in a professional manner (uses tact, presence, smile, eye contact, posture, phone etiquette, privacy).						
18	Maintains a positive attitude						
19	Demonstrates attitude and/or behaviors when interacting with others that are courteous, polite, concerned, friendly and respectful.						
20	Manages time clock, PTO and observes policy on breaks/lunch; does not call off excessively.						

SUMMARY

Strengths:

Developmental Needs:

Major Accomplishments:

Goals for the Year:

Employee Comments:

The above comments summarize the views of both the supervisor and employee.

Employee Signature

Date

Supervisor signature

Date