



Wallowa County Health Care District

JOB TITLE: Environmental Services Supervisor

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Environmental Services

DATE: August, 2024

REPORTS TO: EVS Administrative Director

APPROVED BY: EVS Administrative Director

JOB SUMMARY:

Plans and schedules activities of Laundry and Housekeeping staff to maintain a clean and healthy facility to meet the needs of staff and patient care. The supervisor performs their duties within the framework of the Wallowa Memorial Hospital mission “To Provide Premier Health Care” and our values. The supervisor ensures that all duties are accomplished recognizing that they are the patient experience.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

Include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to plan and coordinate all housekeeping and laundry activities, using strong judgement and verifiable criteria to evaluate performances of workers, equipment and various aspects of the laundry process.
- Supervise EVS night crew and be person of contact for afterhours issues.
- Assist in preparing staff schedules within the required time frame.
- Inspects housekeeping and laundry locations periodically and observe equipment in use to ensure safety and functionality.
- When repairs are needed, notify Maintenance Department or Administrative Director.
- Inspect and inventory supplies to estimate consumption and orders accordingly.
- Trains new employees to operate equipment in order to secure a maximum of transferability among workers in case of absenteeism.
- Apply District policies and procedures consistently and fairly
- Inform Director of and assist in resolving employee performance problems in a timely manner.
- Communicates regularly with the EVS director on staff performance, equipment needs or issues, and new procedure recommendations, and any other issues that may arise.
- Ensure quality of housekeeping and laundry services which includes quality improvement review of services and glow testing.
- Monitor and instruct staff in safe work practices in the housekeeping/laundry department.
- Periodically inspect Medical Office Building and external Clinics to ensure they are properly cleaned and maintained.
- Consult with infection control as needed.
- Consult with EVS Director on annual evaluations, counseling and discipline of staff.
- Assist with monthly department meeting.



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QUALIFICATIONS & EXPERIENCE:

- High School Diploma or equivalent education preferred.
- Minimum 5 years' experience in health care preferred.
- Valid and unrestricted driver license with an acceptable driving record required.
- Experience supervising others required.
- Knowledgeable of cleaning and sanitizing procedures for a wide variety of applications and areas.
- Computer Skills required in programs such as but not limited to Microsoft excel, PowerPoint, Outlook, Word, and teams.

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Service Orientation — Actively looking for ways to help people.
- Coordination — Adjusting actions in relation to others' actions.
- Extent Flexibility — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- Trunk Strength — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Stamina — The ability to exert yourself physically over long periods of time without getting winded or out of breath.
- Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Control Precision — The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- Manual Dexterity — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.



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WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions and fumes or airborne particles. The noise level in the work environment is usually loud.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

I have read and understand the above job description.

Employee Signature

Date

ADA – MENTAL ACTIVITY REQUIREMENTS

Position Being Accessed: ENVIRONMENTAL SERVICES & LAUNDRY LEAD Date Form Completed: 04/21/2017

Form Completed By: JOE WANNER Title: CFO

Check the applicable mental demands listed. Consider the level of complexity as well as the frequency of the demand of how often each is done during an average work day (if never, leave box blank).

How often (frequently) does the demand occur: Regularly (R) up to 33%, Frequently (F) from 33-66%, or Continuously (C) 66%+.

Interpersonal Interactions – Frequency C 66%+

- Simple – such as basic information exchange, etc.
- Moderate – such as providing work direction or instructions (usually one-on-one), etc.
- Complex – such as coaching, negotiating, selling, making group presentations, etc.

Supervision – Frequency C 66%+

- Simple – provides basic work direction and support to small groups (up to 15) of usually skilled and semi-skilled employees.
- Moderate – has limited supervisory responsibility for small to medium groups (up to 15) of usually skilled and semi-skilled employees.
- Complex – has full supervisory responsibility for medium to large groups (16 or more) of usually skilled and highly skilled employees.

Problem-Solving – Frequency C 66%+

- Simple – under general supervision, solves problems for self. Complex problems are referred to supervisor.
- Moderate – under limited supervision, anticipates and solves problems for self, and other lower level/same level employees within and outside own department.
- Complex – with little/no supervision or direction, anticipates and solves problems for self and others at all levels of the organization.

Analyzing/Evaluation – Frequency C 66%+

- Simple – under direction, examines basic information and/or situations and prepares summaries or draws conclusions for evaluation by others.
- Moderate – under general direction, examines moderately complex information and/or situations and prepares summary, including recommendation for review by others.
- Complex – independently examines complex information and/or situations, evaluates potential impact, options, and makes recommendations.

Decision-Making – Frequency C 66%+

- Simple – majority of decisions are made utilizing established policies and procedures, and concern self and/or work responsibilities only.
- Moderate – most decisions are made within company policy constraints, and some latitude exists. Decisions may impact others or the organization
- Complex – decisions are guided by precedent and interpretation of applicable laws, etc. Decisions have a significant impact on others and the organizations.

Equipment Operation – Frequency C 66%+

- Simple – operates simple equipment such as telephone, copy machine, simple hand tools, facsimile machine.
- Moderate – operates somewhat complex equipment, often requiring education/training, including computer hardware/software, switchboard, and pallet jack/forklift.
- Complex – operates complex equipment/machinery requiring extensive training and in-depth understanding of various applications, etc.

Discretion/Confidentiality – Frequency C 66%+

- Simple – work responsibilities seldom concern confidential and/or sensitive information.
- Moderate – work responsibilities occasionally concern confidential and/or sensitive information requiring the use of discretion.
- Complex – work responsibilities frequently concern confidential and/or sensitive information requiring the use of discretion at all times.

Math Skills – Frequency F from 33-66%

- Simple – ability to perform basic math computations including addition, subtraction, multiplication, and division.
- Moderate – ability to calculate percentages, work with fractional numbers, and perform simple algebra.
- Complex – ability to perform extrapolation and analysis, using advanced math calculations.

Teamwork – Frequency C 66%+

- Simple – majority of work is performed independently, seldom requiring the use of teamwork or cooperation.
- Moderate – teamwork and cooperation are required approximately 50% of the time in order to successfully complete job duties.
- Complex - teamwork and cooperation are essential to the successful completion of own and others job duties.

Read/Write/Speak English – Frequency C 66%+

- Simple – ability to understand and follow basic verbal instructions and respond understandably.
- Moderate – ability to understand and follow somewhat complex verbal and written instructions. Ability to communicate effectively with others, both verbally and in writing.
- Complex – ability to perform complex verbal and written communication face-to-face and in group settings.

Creativity – Frequency F from 33-66%

- Simple – job duties are regular and recurring and seldom require conceptualizing, planning or implementing.
- Moderate – job duties are somewhat varied, occasionally requiring conceptualizing, planning and implementing.
- Complex – job duties are widely diverse, and frequently require conceptualizing, planning and implementing.

Task Handling – Frequency C 66%+

- Simple – job duties are repetitive and recurring and focus on a single task, seldom requiring attention to other areas/duties.
- Moderate – job duties tend to be recurring, but occasionally require attention to and/or coordination of concurrent job duties.
- Complex – job duties are widely varied, and frequently require attention to and/or coordination of concurrent job duties.

ADA – PHYSICAL ACTIVITY REQUIREMENTS

Position Assessed: ENVIRONMENTAL SERVICES & LAUNDRY LEAD **Date Completed:** 04/21/2017

Form Completed By: JOE WANNER **Title:** CFO

Check the applicable physical demands listed. Think of the frequency of the demands in terms of how often each is done in a normal 8 hour work day.

PHYSICAL ACTIVITY DEMANDS	NEVER 0%	REGULARLY UP TO 33%	FREQUENTLY 33-66%	CONTINUOUSLY 66 TO 100%
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stooping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fingering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motions Using Hands/Wrists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motions Using Feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING OR CARRYING DEMANDS	NEVER 0%	REGULARLY UP TO 33%	FREQUENTLY 33 TO 66 %	CONTINUOUSLY 66 TO 100%
Up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>