

## Position Description

Position Title	<b>Bed Bug Service and Laundry Support</b>		
Program Name	Safety & Social Enterprise	Position Classification	3
Reports To	Manager of Safety and Social Enterprise		
Effective Date	May 2021	Review Date	

### POSITION SUMMARY

The Bed Bug Service Provider is responsible for assisting in the provision of in-home bed bug inspection and treatment services and completing laundry services in the Agency owned laundry facilities.

### KEY RESPONSIBILITIES

#### Bed Bug Inspection and Treatment Duties

- Understand bed bug tendencies and be able to identify possible bed bug tendencies.
- Assist other staff with performing pre and post treatment inspections, to identify the presence of bed bugs, determine level of infestation and course of treatment and review efficacy of treatment options.
- Assist clients in the preparation for bed bug treatments, including bagging and removing items, removing items from walls, sweeping and vacuuming, etc.
- Assist in performing bed bug treatment using Heat Treatment(s)
  - Low infestation –use of industrial steamers and vacuum equipment
  - Medium infestation – use of electrical heaters and fans units
  - High infestation – use of a mobile industrial generator heater system
- Understand the operation of all equipment needed to complete bed bug treatments, including routine inspections and maintenance measures.
- Address client concerns as they arise
- General cleaning tasks
- Transport cleaning equipment from site to site as necessary
- Mix various cleaning products, as directed without supervision
- Communicate on a regular basis with the Bed Bug Service Provider and other Agency staff members regarding cleaning and client issues/observations
- Provide feedback for maintenance of supplies inventory

#### Laundry Services

- Organize and maintain laundry operations on a daily basis to meet demand in a timely manner
- Receive laundry items and enter into a tracking system
- Use Gas Washer and Dryer system
- Sorts and separates linen needing special attention



- Wash, dry and fold all laundry using best standard practices
- Maintain a time schedule for the laundry required
- Ensure all equipment is maintained in good working order in order to maximize efficiency
- Report any maintenance issues to the Program Manager
- Maintain a clean and safe laundry area at all times
- Conduct daily cleaning of all laundry machines
- Provide a regular inventory to Program Manager

### **Other Duties**

- Provide assistance and coverage for Custodial Team as required
  - Communicate with clients regarding their cleaning needs
  - Clean and disinfect C.M.H.A. offices and meeting room locations including garbage, refuse removal and general office cleaning services
  - Clean and disinfect C.M.H.A. client/tenant residences including floors and furniture, windows, appliances, bathrooms (cleaning sinks, toilets and showers) and vacuuming carpets
  - Clean and disinfect other apartments or locations by special request including hallways and laundry rooms

### **Performance Management and Professional Development**

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

### **Health and Safety – Worker Responsibilities**

- Work in compliance with the Occupational Health and Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger self or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to the supervisor or employer
- Report health and safety problems to the supervisor or employer
- Notify the supervisor if clarification of a policy, procedure or safe work practice is needed



- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-workers, supervisor, J.H.S.C. members and others

### **Client Safety**

- Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

### **Other Duties as Assigned**

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committees, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

## **A. REQUIREMENTS OF THE POSITION**

### **Education and Training**

- Partial or Full completion of Secondary/High School

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position:

- Health and Safety Training (including but not limited to the following)
  - Globally Harmonized System (previously W.H.M.I.S.)
  - Infection, Prevention & Control
  - Workplace Violence
  - Accessibility for Ontarians with Disabilities Act
  - Applied Suicide Intervention Skills Training (A.S.I.S.T.)
  - Non Violent Crisis Intervention (N.C.V.I.)
  - First Aid/Cardiac Pulmonary Resuscitation (C.P.R.)

### **Assets with regard to this position**

- N/A

## **B. RELATED AND RELEVANT EXPERIENCE**

### **Mandatory experience**

- 1 year related experience (e.g. cleaning, laundry)



**Preferred experience**

- Lived expertise with a mental health concern or addiction, either personally or with a family member is an asset
- Non-profit experience considered an asset
- Intermediate to advanced minus proficiency in French is an asset

**C. COMPETENCIES**

- Refer to C.M.H.A. H.K.P.R Competency Matrix

**D. OTHER**

- Satisfactory police records search and vulnerable sector screening
- Satisfactory work related references
- Valid driver's license
- Automobile in good repair and insurance coverage as required by agency policy
- Ability to drive a van with a trailer (total 28 feet)
- Ability to maneuver trailer into tight spaces
- Ability to lift up to 45 pounds

**E. WORKING CONDITIONS**

- Regularly works in the community, clients' homes
- Uses power tools and small mechanical equipment to conduct job duties as required
- Has regular contact with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues
- Work environment may consist of noise, odours, heat, cold, dirt, oil, chemicals, fumes, severe weather, bodily fluids etc.

Review and Approval Dates	
Program Manager	Date
I have read and understood the above position description	
Employee	Date