

**FISHERMEN'S COMMUNITY HOSPITAL
Marathon, FL**

JOB DESCRIPTION

TITLE: HOUSEKEEPING / LINEN TECHNICIAN

PURPOSE:

- 1) To ensure a clean and aseptic area within the hospital for the safety, health, and morale of patients, visitors, and employees by performing various housekeeping and other duties.
- 2) To ensure that all hospital linen is maintained in a clean, aseptic manner to prevent the spread of contamination and to provide a high standard of linen for all patients.

JOB RELATIONSHIPS:

- A. Responsible to the Housekeeping Supervisor and ultimately, the Director of Facilities Management.
- B. Supervises no other employees.
- C. Inter-relationships with ancillary departments are essential.

ESSENTIAL JOB FUNCTIONS:

1. DAILY ESSENTIAL TASKS:

- 1.1 Checks daily assignment sheet at the beginning of the shift.
- 1:2 Initials all special assigned tasks at the end of each shift.
- 1:3 Picks up all soiled linen and trash from the soiled holding areas and deposits it in the staging area.
- 1:4 Utilizes Universal Precautions at all times when dealing with soiled linen.
- 1:5 Picks up trash and soiled linen three times each shift.
- 1:6 Cleans each assigned ancillary area in a timely and efficient manner.

- 1:7. Maintains high quality standard of cleanliness within the hospital and performs other duties as assigned.
- 2.. **PUBLIC AREAS & RESTROOMS:** Inspects public areas twice per shift or as assigned to maintain a high standard of cleanliness. Also, maintains all restrooms in a sanitary condition at all times in a timely and productive manner, according to department policy and procedure.
- 2:1 Dusts and damp mops all public areas on the assigned unit to remove all visible soils.
- 2:2 Keeps hallways of assigned area neat, clean and free of clutter.
- 2:3 Damp wipes all furnishings to remove all dusts, visible soils and stains.
- 2:4 Cleans and polishes all mirrors and stainless steel work.
- 2:5 Replenishes all dispensable items such as paper towels, tissues, etc.
- 2:6 Places wet floor caution signs consistently in work area.
- 2:7 Cleans carpets using extractor when assigned.
- 2:8 Empties trash and washes the trash container, properly replacing liner.
- 2:9 High dusts everything above shoulder height and dust mops all tile floors thoroughly.
- 2:10 Utilizes approved disinfectants in cleaning fixtures including pipes and faucets.
- 2:11 Removes mineral deposits that are visible on toilets and sinks by utilizing mild acid bowl cleaner. Assures that toilets are clean on both sides of the seat, beneath rim, and around hinges.
- 2:12 Wipes fixtures, including pipes and faucets, using a damp cloth to ensure cleanliness. Damp wipes the cover of the light fixture over the sink, paper towel dispensers and other wall mounted fixtures.

- 2.13 Cleans all carpet and walls, as assigned, to assure that both are maintained properly. Cleans walls thoroughly from bottom to top using proper tools and chemicals to remove all dust, dirt, smudges and streaks.
 - 2:14 Removes excess water thoroughly from walls and floors after cleaning.
- 3. PATIENT UNITS:** Properly cleans and disinfects all patient units in a timely and productive manner.
- 3:1 Removes all soiled linen from the bed and closet and places in laundry bag.
 - 3:2 Removes trash and damp wipes trash containers inside and out.
 - 3:3 Dusts and wipes down walls, windows, light fixtures, A/Cs and window blinds.
 - 3:4 Disinfects and cleans bed to remove all dust and visible soils.
 - 3:5 Disinfects bedside table inside and out, including wheels; disinfects telephone, by damp wiping.
 - 3:6 Disinfects all chairs and sleeper units thoroughly.
 - 3:7 Disinfects closet and drawers thoroughly where applicable.
 - 3:8 Makes bed to assure that it is neat and free of wrinkles.
 - 3:9 Cleans and sanitizes the restroom to assure that it is clean, neat and deodorized.
 - 3:10 Uses liquid cleanser and detergent disinfectant to clean heavily soiled sinks and showers and rinses thoroughly.
 - 3:11 Disinfects and cleans the floor by damp mopping or vacuuming.
 - 3:12 Documents any issues or repairs needed in the patient rooms on the assignment sheet and gives Housekeeping Supervisor at end of shift.
- 4. DIAGNOSTIC SUITES:** Assures each diagnostic suite is thoroughly cleaned and disinfected immediately after each use.

- 4:1 Cleans each suite in a timely and productive manner, and according to department standards..
 - 4:2 Always wears the proper attire such as gloves, gown, mask, etc.
 - 4:3 Removes all trash from the room and properly segregates infectious waste and routine trash.
 - 4:4 Removes all linen from area thoroughly and places in proper linen bag, and then to linen holding area.
 - 4:5 Disinfects all items in room thoroughly to remove visible soils and infectious material including walls, windows, ACs, light fixtures, etc..
 - 4:6 Disinfects bed by spraying all parts thoroughly utilizing properly diluted disinfectant.
 - 4:7 Uses damp cloth to thoroughly wipe wheels, bed control units, rails, headboard, footboards, springs and both sides of mattress.
 - 4:8 Assures the spread covers sheet on the door side of the bed and that the pillow is placed neatly beneath the spread.
 - 4:9 Makes bed properly by applying mattress cover, fitted sheet, flat sheet, and a spread blanket. Assures that bed is neat, free of wrinkles and in the lowest position.
- 5. LINEN:** Distributes and maintains usable par levels of linen to all areas and cleans and organizes linen closets.
- 5:1 Distributes linen daily at 7:00 AM to all nursing units.
 - 5:2 Fills all linen requests in a timely and productive manner.
 - 5:3 Assures that all units maintain a usable par level of linen, being sure not to overstock.
 - 5:4 Using a damp cloth, dusts all linen shelves thoroughly to remove all dust weekly. Cleans shelves of exchange carts.
 - 5:5 Straightens linen daily in all areas.

6. FISHERMEN'S QUALITY CUSTOMER PRINCIPLES: Adheres to and follows the principles of Fishermen's Community Hospital's Quality Customer Relations Program.

6:1 Creates a positive impression through effective use of internal and external customers; acknowledging customers promptly; and, using expressions that express respect, understanding, and enhance self esteem.

6:2 Creates a positive impression through effective use of telephone skills such as answering the phone by the third ring, identification of self and department, listening attentively, personalizing the conversation and verifying information.

6:3 Creates a supportive climate for customers by allowing customers to express themselves, addressing their concerns as being real and encouraging two-way communication.

6:4 Promotes therapeutic interaction with customers by identifying behaviors resulting from dissatisfaction, then, allowing customers to respond openly, showing empathy and discussing options.

7. OTHER DUTIES: Performs other duties as assigned in a positive, organized and timely manner.

7:1 Checks daily assignment sheet at the beginning of the shift.

7:2 Initials all special assigned tasks at the end of each shift.

7:3 Takes initiative to help co-workers as needed when one's own job is complete.

7:4 Works with other departments as assigned in a positive and cooperative manner.

7:5 Cleans and returns all equipment to proper storage area.

7:6 Picks up all soiled linen and trash from the soiled holding areas and deposits it in the staging area.

7:7 Utilizes Universal Precautions at all times when dealing with soiled linen.

QUALIFICATIONS:

Education:

High school education or equivalent preferred.

Experience:

Previous hospital or commercial housekeeping experience is preferred. On the job training will be conducted after employment. Knowledge of laundry and linen procedures preferred.

Administrative Skills:

Communication Skills

Answer telephones

General Office Skills

Maintain logs

Equipment, Machines, & Tools Used:

Tools

Hand and power tools

May use power tools

PHYSICAL DEMANDS: Using the percentage range as listed:

0 % Never, 1-33 % Occasional, 34-66 % Frequent, 67-100 % Continuous

- A. Standing/Walking:** Continuous. Worker is on his/her feet the majority of the day to perform the essential functions of the job.
- B. Bending/Stooping (knees extended, standing with knees flexed while standing/sitting):** Frequent. Bending/stooping is required in most job activities, i.e. washing furniture, sweeping trash into a dust pan, emptying trash, cleaning showers and tubs, etc.
- C. Lifting/Handling:** Occasional. Worker may be required to lift up to 30 pounds

when emptying mop buckets.

- D. Carrying:** Frequent. Workers are responsible for performing a push/pull motion when maneuvering cleaning cart, beds and furniture. This physical demand is also required when mopping.
- E. Balancing:** Occasional. Workers may be required to use ladders to reach high places to clean/disinfect.
- F. Push/Pull:** Continuous. Worker is responsible for performing a push/pull motion when maneuvering linen from the linen room to nursing units.
- G. Twisting/Turning:** Occasional. Workers may be required to perform twisting/turning motions when moving carts and mopping.
- H. Crouching/Stooping:** Frequent. Workers may be required to crouch/stoop when cleaning/disinfecting.
- I. Kneeling:** Occasional. Kneeling is occasionally required in some job activities such as disinfecting/cleaning underneath equipment, beds, and bathroom fixtures and plumbing.
- J. Reaching:**
 - 1. Greater than shoulder height: Occasional. Worker must be able to reach high places to clean/disinfect.
 - 2. Equal to shoulder height: Frequent. Worker must be able to reach areas shoulder height to clean/disinfect.
 - 3. Less than shoulder height: Frequent. Worker must be able to reach areas less than shoulder height to clean/disinfect.
- K. Handling/Manual Dexterity:** Continuous. Handling is required to grasp when mopping and sweeping.
- L. Speaking/Hearing/Seeing:**
 - 1. Speaking: Continuous. Must be able to verbally communicate with co-workers, patients and visitors.
 - 2. Hearing with or without correction: Continuous. Must be able to hear

with or without correction within normal range.

3. Seeing with or without correction: Continuous. Must be able to see with or without correction within normal range.

WORKING ENVIRONMENT:

Environmental Exposure:

Exposed to infection from disease-bearing specimens
May be exposed to infections and contagious diseases
Exposed to hazards of handling diseased organs and tissues
Regularly exposed to the risk of blood borne diseases
Exposed to hazardous anesthetic agents, body fluid and waste
Exposed to hazards from electrical/mechanical/power equipment
Occasionally exposed to radiation hazards
May be exposed to biohazardous, radioactive substances
Exposed to odorous chemicals and specimens
Exposed to housekeeping/cleaning agent/chemicals
May be exposed to toxic chemicals
Occasional exposure to unpleasant patient or unit elements
Exposed to unpleasant elements (accidents, injuries and illness)
Exposed to hot or noisy equipment
Exposed to heat, wetness, odors in kitchen and/or patient areas
Temperature Changes: variations, in temperature from hot to cold
Wet: frequent contact with water or other liquid
Humid: conditions with high moisture content to cause bodily reactions
Noise: sufficient noise to cause distraction or possible hearing loss
Atmospheric Conditions: conditions that affect the skin or respiratory
May be exposed to extremes of heat and cold in all weather conditions

Working Conditions:

Works in precarious or high locations (ladders, scaffolding, etc)
Contact with patients under a wide variety of circumstances
Subject to varying and unpredictable situations
Subject to long irregular hours
Occasionally subjected to irregular hours
Occasional pressure due to multiple calls and inquiries

Intent and Function of Position Descriptions

Job descriptions assist Fishermen’s Community Hospital in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination process.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards to successfully perform the positions. In no instance; however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled persons; however, no accommodations will be made which may pose serious health or safety risks to the employee, other employees, persons served or which impose undue hardships on Fishermen’s Community Hospital. Job descriptions are not intended as and do not create employment contracts and; therefore, employment-at-will is preserved. Employees and employers may terminate the employment relationship for any reason not prohibited by law.

APPROVALS:

_____	_____ / _____ / _____
Director of Facilities Management	Date
_____	_____ / _____ / _____
Chief Executive Officer	Date
_____	_____ / _____ / _____
Director of Human Resources	Date

I HAVE READ AND UNDERSTAND MY JOB DESCRIPTION:

_____	_____ / _____ / _____
Employee	Date

FISHERMEN'S COMMUNITY HOSPITAL
Marathon, FL

HOUSEKEEPING TECHNICIAN

PERFORMANCE APPRAISAL

I. **Essential Functions and Standards Evaluation**

1. ESSENTIAL FUNCTION: DAILY ESSENTIAL TASKS:		
STANDARD	RATING	COMMENTS
1:1 Checks daily assignment sheet at the beginning of the shift.		
1:2 Initials all special assigned tasks at the end of each shift.		
1:3 Picks up all soiled linen and trash from the soiled holding areas and deposits it in the staging area.		
1:4 Utilizes Universal Precautions at all times when dealing with soiled linen.		
1:5 Picks up trash and soiled linen three times each shift.		
1:6 Cleans each assigned ancillary area in a timely and efficient manner.		
1:7 Maintains high quality standard of cleanliness within the hospital and performs other duties as assigned.		

2 .ESSENTIAL FUNCTION: PUBLIC AREAS AND RESTROOMS: Inspects public areas twice per shift or as assigned to maintain a high standard of cleanliness. Also, maintains all restrooms in a sanitary condition at all times in a timely and productive manner, according to department policy and procedure.		
STANDARD	RATING	COMMENTS
2:1 Dusts and damp mops all public areas on the assigned unit to remove all visible soils.		
2:2 Keeps hallways of assigned area neat, clean and free of clutter.		
2:3 Damp wipes all furnishings to remove all dusts, visible soils and stains.		
2:4 Cleans and polishes all mirrors and stainless steel work.		
2:5 Replenishes all dispensable items such as paper towels, tissues, etc.		
2:6 Places wet floor caution signs consistently in work area.		
2:7 Cleans carpets using extractor when assigned.		
2:8 Empties trash and washes the trash container, properly replacing liner.		
2:9 High dusts everything above shoulder height and dust mops all tile floors thoroughly.		
2:10 Utilizes approved disinfectants in cleaning fixtures including pipes and faucets.		
2:11 Removes mineral deposits that are visible on toilets and sinks by utilizing mild acid bowl cleaner. Assures that toilets are clean on both sides of the seat, beneath rim, and around hinges.		

2:12	Wipes fixtures, including pipes and faucets, using a damp cloth to ensure cleanliness. Damp wipes the cover of the light fixture over the sink, paper towel dispensers and other wall mounted fixtures.		
2:13	Cleans all carpet and walls, as assigned, to assure that both are maintained properly. Cleans walls thoroughly from bottom to top using proper tools and chemicals to remove all dust, dirt, smudges and streaks.		
2:14	Removes excess water thoroughly from walls and floors after cleaning.		
3. ESSENTIAL FUNCTION: PATIENT UNITS: Properly cleans and disinfects all patient units in a timely and productive manner.			
	STANDARD	RATING	COMMENTS
3:1	Removes all soiled linen from the bed and closet and places in laundry bag.		
3:2	Removes trash and damp wipes trash containers inside and out.		
3:3	Dusts and wipes down walls, windows, light fixtures, A/Cs and window blinds.		
3:4	Disinfects and cleans bed to remove all dust and visible soils.		
3:5	Disinfects bedside table inside and out, including wheels; disinfects telephone, by damp wiping.		
3:6	Disinfects all chairs and sleeper units thoroughly.		
3:7	Disinfects closet and drawers thoroughly where applicable.		
3:8	Makes bed to assure that it is neat and free of wrinkles.		
3:9	Cleans and sanitizes the restroom to assure that it is clean, neat and deodorized.		

3:10	Uses liquid cleanser and detergent disinfectant to clean heavily soiled sinks and showers and rinses thoroughly.		
3:11	Makes bed to assure that it is neat and free of wrinkles.		
3:12	Documents any issues or repairs needed in the patient rooms on the assignment sheet and give sit to the Housekeeping Supervisor at end of shift.		
4. ESSENTIAL FUNCTION DIAGNOSTIC SUITES: Assures each diagnostic suite is thoroughly cleaned and disinfected immediately after each use.			
	STANDARD	RATING	COMMENTS
4:1	Cleans each suite in a timely and productive manner, and according to department standards.		
4:2	Always wears the proper attire such as gloves, gown, mask, etc.		
4:3	Removes all trash from the room and properly segregates infectious waste and routine trash.		
4:4	Removes all linen from area thoroughly and places in proper linen bag, and then to linen holding area.		
4:5	Disinfects all items in room thoroughly to remove visible soils and infectious material including walls, windows, A/Cs, light fixtures, etc.		
4:6	Disinfects bed by spraying all parts thoroughly utilizing properly diluted disinfectant.		
4:7	Uses damp cloth to thoroughly wipe wheels, bed control units, rails, headboard, footboards, springs and both sides of mattress.		
4:8	Assures the spread covers sheet on the door side of the bed and that the pillow is placed neatly beneath the spread.		

4:9	Makes bed properly by applying mattress cover, fitted sheet, flat sheet, and a spread blanket. Assures that bed is neat, free of wrinkles and in the lowest position.		
5. ESSENTIAL FUNCTION: LINEN: Distributes and maintains usable par levels of linen to all areas and cleans and organizes linen closets.			
	STANDARD	RATING	COMMENTS
5:1	Distributes linen daily at 7:00 AM to all nursing units.		
5:2	Fills all linen requests in a timely and productive manner.		
5:3	Assures that all units maintain a usable par level of linen, being sure not to overstock.		
5:4	Using a damp cloth, dusts all linen shelves thoroughly to remove all dust weekly. Cleans shelves of exchange carts.		
5:5	Straightens linen daily in all areas.		
6. ESSENTIAL FUNCTION: FISHERMEN'S QUALITY CUSTOMER RELATIONS: Adheres to and follows the principles of Fishermen's Community Hospital's Quality Customer Relations Program.			
	STANDARD	RATING	COMMENTS
6:1	Creates a positive impression through effective use of internal and external customers; acknowledging customers promptly; and, using expressions that express respect, understanding, and enhance self esteem.		
6:2	Creates a positive impression through effective use of telephone skills such as answering the phone by the third ring, identification of self and department, listening attentively, personalizing the conversation and verifying information.		

6:3	Creates a supportive climate for customers by allowing customers to express themselves, addressing their concerns as being real and encouraging two-way communication.		
6:4	Promotes therapeutic interaction with customers by identifying behaviors resulting from dissatisfaction, then, allowing customers to respond openly, showing empathy and discussing options.		
7. ESSENTIAL FUNCTION: OTHER DUTIES: Performs other duties as assigned in a positive, organized and timely manner.			
	STANDARD	RATING	COMMENTS
7:1	Checks daily assignment sheet at the beginning of the shift.		
7:2	Initials all special assigned tasks at the end of each shift.		
7:3	Takes initiative to help co-workers as needed when one's own job is complete.		
7:4	Works with other departments as assigned in a positive and cooperative manner.		
7:5	Cleans and returns all equipment to proper storage area.		
7:6	Picks up all soiled linen and trash from the soiled holding areas and deposits it in the staging area.		
7:7	Utilizes Universal Precautions at all times when dealing with soiled linen.		

Employee's Signature Date

Evaluator's Signature Date