

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612

COOK COUNTY HEALTH
& HOSPITALS SYSTEM
CCHHS

Job Code: 6694
Grade: 23
FLSA: Exempt

Standard Job Description

Job Title
Manager, Environmental Services

Department
Environmental Services

Job Summary

The Manager, Environmental Services is responsible for managing and training the Department of Environmental Services for the facilities supporting Cook County Health & Hospitals System (CCHHS). Serves as a resource to staff ensuring consistent training practices are align with operational expectations. Conducts routine facility inspections to ensure total quality management in operations and creates a report to provide feedback to staff. Ensures compliance with infection prevention, safety, Occupational Health and Safety Administration (OSHA), Joint Commission, and regulatory standards

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses independent judgment to identify operational staffing issues and needs and performs the following functions as necessary: hires, transfers, suspends, layoffs, recalls, promotes, discharges, assigns, directs or disciplines employees pursuant to applicable Collective Bargaining Agreements

Supervision

- Directs and effectuates CCHHS management policies and practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

Employee Engagement

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements

Typical Duties

- Manages and leads the day-to-day operations of housekeeping and custodial services
- Oversees the work of outside vendors and contractors
- Works to control the quality and timeliness of daily assignment and work orders; addresses any issues or concerns raised as a result of incompleteness
- Maintains and updates staffing schedules, including monitoring time-off requests
- Interviews, hires, and trains new staff members
- Conducts employee performance evaluations and takes disciplinary action as needed in accordance to CCHHS policy and procedures
- Maintains, implements, and enforces sanitary, safety conditions, and training to adhere to auditing procedures and statutory regulations
- Conducts safety training and works with staff to ensure proper safety techniques are enforced on a daily basis
- Guides in-service training and staff enrichment; assists with formulating lesson plans, determining training methods, and developing training strategies
- Ensures compliance with infection prevention, safety, Occupational Health and Safety Administration (OSHA), Joint Commission, and regulatory standards
- Analyzes and prioritizes labor needs and allocates staff as projects dictate
- Implements and maintains environmental services quality standards, policies, and procedures
- Communicates to staff any changes or updates to workplace processes and maintenance schedules
- Monitors inventory levels and submits supply orders for approval on a priority basis
- Evaluates equipment maintenance log, schedules routine service to maintain proper functioning and remain in compliance with quality safety standards
- Participates in budget discussions providing ideas to enhance operations
- Conducts routine facility inspection of building maintenance, housekeeping, and custodial services
- Maintains records, develops reports, and addresses any inefficiencies in departmental operations
- Attends and participates in departmental meetings, as needed

Reporting Relationships

Reports to the Director of Environmental Services

Minimum Qualifications

- High School Diploma with eight (8) years of full-time custodial, housekeeping, or sanitation work experience **OR** Bachelor's Degree with four (4) years of full-time custodial, housekeeping, or sanitation work experience
- Two (2) years of full-time management or supervisory work experience
- One (1) year of full-time building maintenance work experience
- Prior full-time work experience utilizing Occupational Health and Safety Administration (OSHA) guidelines in prevention of safety and health hazards (i.e. clean-up a chemical spill using proper gloves and/or mask, using proper lifting methods and support)

Preferred Qualifications

- Certified Healthcare Environmental Services Professional (CHESP)
- Completion of a Custodial Supervisor Training Course

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of OSHA, Hazmat, and Health Department regulations, including, but not limited to, local and state regulations, infection control, and safety codes
- Knowledge of safety policies, procedures, and external regulations to handle accidents and/or emergencies
- Knowledge of building and grounds cleaning, maintenance, and safety
- Practical knowledge of day-to-day cleaning in a long-term care facility or related healthcare facility
- Excellent program development, management and leadership skills
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate good team building and communication
- Ability to train by presenting concepts and demonstrating tasks
- Ability to prioritize, plan and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Samuel Williams 4-27-2016
Samuel Williams Date
Executive Director of Facilities

Approval: Gladys Lopez 6/3/14
Gladys Lopez Date
Chief of Human Resources