

## UW HEALTH JOB DESCRIPTION

### Senior Environmental Services Technician

Job Code: 410011	FLSA Status: Non-Exempt	Mgt. Approval: W. Henning	Date: November 2019
Department: Environmental Services		HR Approval: J. Olson	Date: November 2019

#### JOB SUMMARY

The UW Health Senior Environmental Services Technician performs a wide variety of duties to clean and disinfect UW Health facilities and ensure a safe environment for all patients, visitors, and staff. The Environmental Services Senior Technician has increased responsibility and acts as a lead worker and as a trainer for new and current staff. The Senior Environmental Services Technician may assist the supervisors with work assignments, workflow, staff training, work direction, and special assignments. Work is performed independently under little to no supervision. The incumbent needs to be flexible in work assignments due to the varying business needs of the department.

#### MAJOR RESPONSIBILITIES

- I. Lead Worker/Trainer
  - a. Role model - Act as a role model and leader for all Environmental Services staff.
    - i. Possess knowledge of the competencies needed for a wide variety of Environmental Services work areas.
    - ii. Demonstrate an ability and willingness to work in many areas when operational needs require.
  - b. Trainer - Train new and current employees on all Environmental Services Technician duties in areas of the hospital and outside facilities.
    - i. Know and demonstrate the basic skills needed to perform the Environmental Services position.
    - ii. Demonstrate an interest in and aptitude for training other Environmental Services employees in areas and tasks.
    - iii. Effectively articulate and demonstrate the principals and details of departmental standard procedures.
  - c. Lead worker - Provide direction, guidance, and training to Environmental Services employees in the absence of or under the direction of a supervisor.
    - i. Direct Environmental Services staff on weekends, holidays, and when operationally necessary.
    - ii. Respond to customer or employee requests and complaints regarding service.
    - iii. Carry the STAT pager and respond to calls quickly. Communicate problems and feedback to the appropriate departmental staff.
    - iv. Adjust daily work schedules and reassign staff duties as required to accommodate workload.
    - v. Requisition and distribute Environmental Services supplies.
    - vi. Instruct associates in the proper use of equipment.
    - vii. Assist management with maintaining accurate records of shift assignments, quality control issues, service efficiency data, and infection control protocols and outcomes.
  - d. Liaison - Act as a liaison in communicating and implementing safety measures, changes in department policies, and correct cleaning procedures. Communicate effectively to resolve observations of unsafe acts or procedures.
  - e. Stay current with new or changed policies or procedures as communicated by management and act as a resource for fellow employees to disseminate information.
  - f. Act as a liaison between the department and its customers by anticipating customer needs, vetting problems and complaints, and attempting solutions.
  
- II. Routine cleaning - Clean and disinfect facilities, special use rooms, restrooms, patient rooms, exam rooms, operating rooms, Emergency Department, NICU, TLC, Burn Unit, Dialysis/Infusion Center, AFCH Bone Marrow, laboratories, fitness and aquatic centers, classrooms, offices, kitchens, stairwells, and hallways using proper equipment, cleaning agents, and techniques.
  - a. Clean toilets and urinals using correct procedures and cleaning agents, following safety precautions to prevent injury and damage to all surfaces.
  - b. Clean and disinfect sinks, soap dispensers, towel dispensers, hand dryers, bath tubs, showers, and drinking fountains using correct equipment and cleaners to maintain sanitary conditions.
  - c. Remove all waste from the facility, including regular waste, infectious waste, cytotoxic waste, pharmaceutical waste, and confidential and recyclable materials.
  - d. Replace and refill toilet tissue, paper towels, and soap/hand sanitizer dispensers to maintain sufficient supply.
  - e. Clean walls, ceilings, doors, partitions, mirrors, tile, and light fixtures using correct cleaning equipment and cleaning chemicals for the type of surface - ceramic, marble, tile, paneling, acoustical tile, etc.
  - f. Wash various types of windows up to 6 1/2 feet from the floor using window washing equipment, sponges, and appropriate cleaning agent.
  - g. Sweep and wash floors daily using hand-held cleaning equipment and appropriate cleaner. Maintain the general condition of floors by use of broom, mop, vacuum, auto scrubber, or shampooer.
  - h. Dust corners, woodwork, ledges, and vents using brushes, rags, and dry mops to remove accumulation of dust.
  - i. Sweep, dust, wet mop, and remove debris from stairways using broom, mop, or vacuum to maintain acceptable levels of cleanliness and safety.
  - j. Wash and disinfect beds, exam tables, and other patient-related furniture using correct germicidal detergents.
  - k. Clean and maintain furniture by dusting, shampooing, polishing, and washing using regular cleaning equipment and attachments on power vacuum.
  - l. Change bed sheets or linens in hospital patient rooms (discharges only) or physician "on call" room.
  - m. Notify supervisor of any equipment or facilities needing repair or replacement so corrective action can be taken.
  - n. Complete decontamination and breakdown of rooms following radiation treatment, provided training and certification in

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Radiation Safety has been completed.

- III. Floor surfaces - Protect and preserve floor surfaces to maintain appropriate appearance and cleanliness.
  - a. Mix cleaning solution in appropriate proportions and quantities and follow manufacturer's directions for washing floors or shampooing carpets.
  - b. Operate automatic cleaning equipment to remove excess moisture and old materials from floor, following standard operating and safety procedures.
  - c. Dust, sweep, dry mop, and wet mop floors using hand held squeegees, brooms, mops, auto scrubber, etc.
  - d. Vacuum, shampoo, and deep clean carpets using various machines, detergents, and spot removers.
  
- IV. Additional floor care responsibilities – In addition to the general cleaning responsibilities of a technician, the floor care position will also be involved in the maintenance, upkeep, and restoration of all floor types within the organization.
  - a. Follow the recommended floor care maintenance program for all floor types within the organization.
  - b. Apply correct stripping, cleaning, neutralizing, sealing, or wax solution to floor using hand held mop or mechanical operator.
  - c. Buff floors to produce final finish using powered equipment.
  - d. Perform duties including burnishing, stripping and waxing floors, buffing, steam cleaning, and other processes related to maintenance or restoration of all floor types.
  - e. Documents completion of scheduled floor care maintenance.
  
- V. Cleaning equipment - Maintain cleaning equipment and supplies to preserve and prepare for future use.
  - a. Clean mops, brooms, brushes, pads, rags, pails, etc. after use and store properly.
  - b. Maintain powered cleaning equipment, lubricate automatic scrubbers, adjust and change pads, install or replace filters, and check batteries on equipment. Empty cleaning agents from machines and rinse out after use.
  - c. Maintain adequate supplies in storage closet and request supplies, as needed, from the supervisor.
  - d. Report malfunction of powered equipment to supervisor to prevent injury to operator or further damage to equipment.
  
- VI. Grounds/facilities - Maintain areas immediately surrounding or connecting buildings.
  - a. Organize and maintain equipment and supplies needed for maintenance operations.
  - b. Maintains records of maintenance needs and work completed.
  - c. Remove snow and ice from sidewalks, steps, and loading docks using shovels, ice choppers, snow blowers, and brooms to promote access and safety.
  - d. Apply ice melting compound and sand by hand or mechanical spreader when needed.
  - e. Pick up trash and sweep debris from steps and sidewalks using brooms and dust pans.
  - f. Hose down sidewalks and outside building walls to remove bugs, dirt, and debris.
  - g. Assist with receiving and delivery duties, including receipt of deliveries to the loading dock, laundry facilities, or other designated delivery locations.
  
- VII. Special room use - Set up and take down special use areas for scheduled events by setting up tables, chairs, audio-visual equipment, and portable chalkboards.
  
- VIII. Decontamination - Waste management including, but not limited to: segregation of waste via differing waste streams, removal of waste and equipment throughout the facility via freight elevators and carts/dumpsters, maintenance of loading dock and compactors, and assurance waste is removed in accordance with DOT requirements.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	
Work Experience	Minimum	One (1) year of cleaning/housekeeping experience and/or relevant experience in a lead capacity
	Preferred	Familiarity with Microsoft Outlook and Microsoft Word
Licenses & Certifications	Minimum	
	Preferred	
Driving Requirements	If position requires driving a company vehicle, the following requirements apply: <ul style="list-style-type: none"> <li>• Must be 21 years of age to drive a UW Health Fleet vehicle and must be 25 years of age to drive a UW Health vehicle rated for 15 or more passengers.</li> <li>• Ability to be insured by Hospital's risk management insurer which requires (1) a valid Wisconsin driver's license and (2) successfully passing a driving background check.</li> </ul>	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Demonstrated leadership abilities</li> <li>• Radiation Work Assignment – must have completed the classroom training provided by Radiation Safety as well as the completion of on-the-job training</li> <li>• Basic communication skills and working knowledge of the English language</li> <li>• Ability to work independently with little supervision</li> <li>• Ability to read and interpret documents such as safety rules, procedure manuals, short correspondence, and memos</li> <li>• Ability to ensure a high level of patient, visitor, employee, and external customer satisfaction</li> <li>• Effective organizational and planning abilities</li> <li>• Willingness to use initiative and handle extra duties as needed</li> <li>• Ability to multi-task and work at a rapid pace</li> <li>• Ability to teach basic skills and techniques to peers</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:	Decontamination position OR Floor Care Responsibilities– Ability to lift up to 100 pounds maximum with frequent lifting, carrying and/or pushing objects weighing up to 50 pounds.		

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.