 <p><b>Lindenwood</b> Retirement Living</p> <p><b>Winnipeg Mennonite Seniors Care Inc.</b></p>	<b>JOB DESCRIPTION</b>			
	<b>Policy Name:</b> Job Description	<b>Policy Section</b> Section 2- Human Resources	<b>Policy #</b>	<b>Page</b> 1
	<b>Position Name:</b>	Maintenance		
	<b>Division/Department</b>	Facilities		
	<b>Issued By:</b>		Authorized:	
	<b>Date Issued:</b>		Supersedes:	

At Lindenwood, our elder’s value, purpose, and quality of life are enhanced in a safe, homey setting. Our entire staff has gratitude and respect for the elders we serve. We, as staff, are all responsible for making our elders lives more enjoyable and fulfilling. Our elders and their needs are everyone’s top priority and we genuinely feel privileged to work in their home.

Lindenwood offers a wide selection of wellness, housing, and personal care services that enable our elders to live independently in a caring Christian environment as they age. Spiritual health is just as important as physical or mental health and shall be nurtured by our staff. Human connection such as hand holding, prayer and quiet conversation are always encouraged.

*“so we do not lose heart,  
even if our bodies are breaking down on the outside,  
the person that we are on the inside is being renewed everyday”*  
2 Corinthians 4:16


**POSITION ABSTRACT:**

Maintenance is responsible for ensuring all maintenance needs and requests are completed as assigned by the Facilities Director. Maintenance will provide services at Lindenwood in accordance with the Mission Statement. At all times Maintenance will treat elders, their families, and staff with empathy, dignity, and respect, while also respecting their Spiritual and Cultural beliefs and practices.

**REPORTS TO:** Facilities Director

**DUTIES:**

1. Building Maintenance
  - a. Conduct routine inspections of the facility, grounds, and equipment
  - b. Complete preventative maintenance duties according to schedule
  - c. Ensure day to day maintenance requests are completed as per workorders, requested by residents, or assigned by the Facilities Director
  - d. Performs basic electrical repair work for switches, outlets, plugs, cables, appliances, and lighting; reports unsafe electrical conditions.

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- e. Identifies and performs basic repairs of plumbing leaks or breaks; opens clogged lines and drains; replaces seals and other minor parts; replaces and maintains hot water heaters and other appliances
  - f. Identifies and performs basic repairs on HVAC equipment, reports unsafe conditions
  - g. Applies and prepares various surfaces for paint, enamel, lacquer, varnish, or stain
  - h. Repairs and ensures vacant suites are in good condition for the next tenant
  - i. Report to the Facilities Director or designate any unusual or difficult situations that may require assistance from outside trades
  - j. Overseeing professional trades when necessary
2. Grounds Maintenance
- a. Ensure removal of snow and ice from sidewalks, driveways, and parking lots as required, apply sand as necessary to ensure safe walkways
  - b. Maintain shrubs and tree and prune as necessary
  - c. Maintain flower beds, water and dead head flowers and plants regularly
  - d. Ensure cleanliness of grounds by removing debris from grounds, pathways and parking lots
3. Emergency Response
- a. Ensure quick response to building emergencies such as (but not limited to) power outages, fires, and floods
  - b. Ensure all safety devices (smoke alarms, auto door closures, etc) are in good working order at all times
4. General Duties
- a. Ensure all maintenance equipment is maintained an in proper working order
  - b. Assist other departments as approved and directed by the Facilities Director or Management
  - c. Cooperate with all departments in the delivery of services to the residents at Lindenwoods.

**NOTE:** *This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the company. Management reserves the right to adjust this job description at any time without prior notice.*

**QUALIFICATIONS AND EDUCATION:**

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1. Criminal Record Check with Vulnerable Sector Search

*ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION*


I have received a copy of the Job Description and have read and understand its contents.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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### Schedule a – Competencies

#### **Personal Development:**

Attends education sessions and conferences and reads new policies/safe work procedures as required to ensure that skills and knowledge are developed and current. These include but are not limited to:


- Emergency Response
- Dementia
- First Aid/CPR

#### **Communication Skills:**

- Excellent written and verbal communications skills
- Fluently reads, writes and speaks English, ability to speak another language would be considered an asset
- Interrelates well with others and establishes positive relationships with Elders, their families, other staff members, volunteers and the public
- Communicates clearly and respectfully, without patronizing or manipulating
- Maintains confidentiality of information

#### **Elder Centred Orientation**

- Demonstrates empathy, concern and interest in providing quality care and service to elders
- Displays sensitivity and concern when helping elders deal with loss in their lives
- Displays an innate ability to observe and interact with elders in a way that gives them clear insights into elder preferences
- Sees elders as individuals who have the ability to learn and grow with encouragement and support
- Understands that for elders who are severely physically or cognitively impaired, the concept of “learning and growth” may need to be redefined, but is nevertheless still possible
- Recognizes that elders possess a tremendous amount of life experience, information and skills that can be brought to bear on life at Lindenwood
- Demonstrates sensitivity to the issues and difficulties that frail elders may face, both physically and emotionally

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### **Community and Team Builder**

- Be approachable
- Displays sincerity and sensitivity
- Possesses strong team skills, both in terms of participating in team decisions and completing tasks in a team format
- Work co-operatively to ensure effective communication with supervisors, staff, elders, families and volunteers

### **Conflict Resolution**

- Understands and employs healthy conflict resolution techniques
- Demonstrates a willingness to work out any personal conflicts with others in a way that is in keeping with the Lindenwood culture
- Enables elders to resolve distress and conflict in ways that are respectful and effective

### **Leadership**


- Serves elders' needs freely and without resentment
- Interacts comfortably with colleagues both external and internal to Lindenwood
- Asks for and respects guidance and consultation from other team members

### **Critical Thinking**

- Possesses strong abilities to shape their practices and responses to specific situations around individual elders' needs and preferences
- Assesses situations, thoroughly probing cause-and-effect , potential resources, possible options; and devising plausible solutions/responses that are elder-centred and appropriate
- Ability to respond calmly and efficiently in an emergency

### **Dementia Sensitivity**

- Education and Experience in Gerontology and/or dementia an asset
- Understands and is skillful in caring for persons with dementia

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- Demonstrates an understanding and an intention to avoid care giving that detracts from the elders' sense of personhood
- Shows sensitivity to the particular challenges a person with dementia faces in terms of communicating their needs and preferences as well as maintaining a sense of personhood in the face of declining cognitive abilities

### **Goal Oriented**

- Sets clear goals
- Relates individual goals to organizational goals
- Monitors and revises goals as needed
- Demonstrates commitment and urgency

### **Credibility**

- Provides reliable and accurate information
- Supports organizational values
- Takes responsibility for own actions and mistakes
- Demonstrates honesty and integrity
- Ability to be flexible and adapt as necessary