

CUSTODIAN LEAD

Position Summary

Under the general supervision of the Custodial Services Supervisor, this position performs lead-worker duties for a crew of Custodians at the Wisconsin Veterans Home at King (WVHK) and is responsible for training custodians on their job duties, including infection control policies and procedures, sanitation procedures, floor surface maintenance, operation of equipment, and chemical use. In addition, the incumbent performs custodial services for assigned building patientcare and non-patientcare areas and provides coverage throughout the campus as needed. All job duties are performed in accordance with standard safety principles and practices, following Wisconsin Department of Veterans Affairs (WDVA) policies and WVHK's Custodial Services standard operating procedures.

Time% Goals and Worker Activities

40% A. Training, Planning and Assignment of Tasks for Cleaning Crew

- A1. Provide individualized training on infection control, sanitation procedures, and methods used to maintain various floor surfaces.
- A2. Train custodians on the safe operation of equipment and chemical use.
- A3. Coordinate, lead and assist in completing cleaning projects as assigned.
- A4. Inspect and assess the timeliness, progress and quality of the housekeeping services performed by others
- A5. Document, prioritize and respond to service requests.
- A6. Provide custodial services relief coverage.
- A7. Observe custodian adherence to policies and procedures, and correct or instruct as necessary.
- A8. Assist with resident property inventories upon admissions, relocation or discharge, and maintain resident storage areas.
- A9. Assist supervisor in developing, updating and modifying training programs and materials.
- A10. Track custodial supplies and inventory.
- A11. Advise supervisor of any needs for equipment replacement, flooring damage, etc.
- A12. Assist supervisor with daily/weekly/monthly team schedule. Make changes as necessary.

25% B. Provision of Custodial Services for Member, Staff and Public Areas of WVHK

- B1. Clean and sanitize toilets, urinals, sinks, fixtures, dispensers, and drinking fountains.
- B2. Refill paper products and soap dispensers.
- B3. Remove trash, recyclables and biohazardous waste, and properly dispose of it.
- B4. Clean and sanitize all types of surfaces and furnishings within the facility.

20% C. Maintenance of Floor Surfaces

- C1. Vacuum, sweep, dust mop/wet mop, and sanitize floor surfaces.
- C2. Operate automatic power scrubber.

- C3. Spray, buff and burnish floor surfaces using powered equipment.
- C4. Scrub and refinish floor surfaces using powered equipment.
- C5. Vacuum and extract carpets.
- C6. Move furniture and removable rugs or runners to facilitate thorough cleaning of floors.

10% D. Maintenance of Equipment, Supplies, Grounds and Facility

- D1. Maintain and clean equipment, supplies and housekeeping cart.
- D2. Maintain safety and security of assigned housekeeping inventory.
- D3. Assist with transporting institutional furniture, equipment, supplies and donated properties.
- D4. Provide grounds and facility maintenance, including snow and ice removal.
- D5. Report signs of a pest control problem.

5% E. Performance of Miscellaneous Duties as Assigned

- E1. Enter and maintain sanitation and work records and requests.
- E2. Participate in team meetings, mandatory in-service training, and other training as directed.
- E3. Report observed changes in members' behavior or special needs to appropriate staff.
- E4. Perform other duties as assigned to meet the needs of WVHK and its members.

Knowledge, Skills and Abilities

1. Knowledge of methods, materials and equipment for general cleaning and custodial services
2. Knowledge of safety precautions involved with the use of caustic and toxic chemicals
3. Knowledge of safe lifting techniques and equipment used when lifting and moving objects
4. Knowledge of Standard Precautions, Exposure Control Policy, and other safety and sanitation policies and practices used by WVHK and healthcare facilities
5. Knowledge of personal protective equipment used in custodial services
6. Ability to interpret and apply Material Safety Data Sheet/Safety Data Sheet documentation
7. Ability to operate and maintain powered-equipment
8. Knowledge of procedures used in cleaning and handling personal property and cleaning rooms that are occupied and/or in use
9. Skill in verbal and written communication
10. Ability to document work orders, maintain records and make reports of services provided
11. Ability to establish and maintain working relationships
12. Ability to work independently, as a team member, and as team lead
13. Ability to organize and prioritize workload
14. Ability to follow operating procedures, schedules, and WVHK and manufacturers' instructions
15. Ability to train others to perform tasks
16. Knowledge of laws and regulations related to patient privacy, including the Health Insurance Portability and Accountability Act (HIPAA)
17. Ability to observe and react appropriately to hazards and changing conditions in a work environment
18. Skill in use of snow-removal equipment
19. Skill in use of computers including Microsoft Office Suite or similar applications and time reporting systems
20. Knowledge of methods for tracking inventory

Physical Requirements

Performance of job duties requires climbing, reaching and bending; performing sustained physical activity; performing heavy work, including occasionally exerting in excess of 100 pounds of force; operating loud, shaking and/or vibrating equipment; and working on ladders and/or scaffolding.

Environmental Conditions

Conditions are those normally found in a long-term healthcare facility. Work is performed in all seasons and may involve working in temperature extremes.