



Roger Neilson House is an eight-bed, pediatric palliative care hospice on the grounds of the Children's Hospital of Eastern Ontario (CHEO) in Ottawa. We are currently looking for dynamic, innovative, and flexible professionals who are interested in working with our team to meet the needs of the children and families we serve.

Position: Casual Housekeeper and Receptionist

Salary Range: \$18.66 to \$22.91 per hour

TITLE: Housekeeper and Receptionist

REPORTS TO: Manager, CHEO Palliative Care Service and Roger Neilson House

Roger Neilson House meets the unique palliative care needs of newborns, children, youth and their families. We lead by advancing clinical care and family support, and by learning through research and sharing knowledge. ***We enrich the quality of lives, no matter how short.***

SUMMARY:

The Reception and Housekeeping Aide is a member of the Roger Neilson House (RNH) team and is responsible for completing a variety of housekeeping tasks to ensure a clean, comfortable, and safe environment for all who work at and access the hospice. Additionally, the Reception and Housekeeping Aide will support the reception desk and ensure visitor flow is managed in the absence of a reception volunteer. As an active member of the care team, the Reception and Housekeeping Aide collaborates with the care team to identify priorities and needs. Professionalism, confidentiality, and a strict adherence to infection control standards and RNH practices are required.

CORE RESPONSIBILITIES:

Housekeeping responsibilities:

- Adhere to infection control standards and RNH practices
- Work closely with the team to assess and carry out housekeeping needs
- Clean/wash/disinfect floors, surfaces, common-use objects, etc. in offices and common areas on the main floor and basement
- Empty trash baskets and recycling containers as needed
- Maintain entrance to building to ensure a clean and clutter free area
- Prepare meeting rooms with refreshments and clean up after meetings as needed
- Monitor and report any health and safety issues

Reception responsibilities:

- Prioritize fulfilling the reception role in the absence of a reception volunteer
- Welcome and support visitors by greeting them in a friendly and courteous manner



- Remain current and in compliance with the reception volunteer procedure manual, which includes instructions on matters such as: safety, visitors, parking, receiving phone calls, donations, and honour guards
- Ensure confidentiality of materials and information related to the house and its members
- Demonstrates values, attitudes and beliefs towards working with children that reflects the RNH Code of Conduct to Protect Children in our Care, including maintenance of professional boundaries

QUALIFICATIONS:

- Knowledge of, and the ability to use, cleaning equipment and solutions
- In depth understanding of cleaning procedures and infection control procedures
- Demonstrated ability to plan, organize, and prioritize workload
- Excellent interpersonal skills
- Strong problem solving skills
- Strong verbal and written English communication skills
- Demonstrated ability to respond to children and families in sensitive situations
- Ability to work individually, as well as a collaborative member of a team
- Ability to communicate effectively with guests, families, and staff
- Ability to establish and maintain appropriate professional, personal boundaries
- Physical ability to carry out duties of the position
- Basic computer skills in MS Office

Roger Neilson House is committed to providing a safe environment for children. All applicants are thoroughly screened using background checks and a review process.

Interested and qualified candidates are invited to complete the [job application form found on our website](#).

For any questions please contact Nahal Yazdani, Manager, Roger Neilson House, at info@rogerneilsonhouse.ca.

Should the applicant require any accommodations during the application process please notify the Manager of Roger Neilson House as per the Accessibility for Ontarians with Disabilities Act.

Roger Neilson House thanks all applicants for their interest, however, only those candidates who meet the requirements for an interview will be contacted.

Posting Date: February 9, 2023