



Riverwood Square

ADMINISTRATION MANUAL			
SUBJECT: Job Description Driver Maintenance			PAGE: 1 of 3
DEPARTMENT: Maintenance		EFFECTIVE: November 2010	

Position Title:

Driver Maintenance

Position Summary:

The Driver Maintenance person serves in a hospitality roll generally being available to assist residents, families, visitors, and all other departments. They drive the bus for outings as scheduled, assisting residents as required. They shall perform general and routine maintenance and servicing of equipment of the facility and its grounds. They shall handle some front desk duties with a hospitality customer approach. They shall report any unsafe condition to the maintenance manager.

Responsible to / Reports To:

Maintenance Manager

Qualifications:

- **Education**
 - High school diploma or equivalent preferred
 - WHIMIS Training an asset
 - Class 4 Drivers License required
 - Clean Driver's Abstract required
- **Experience**
 - Life and work experience in working with older adults preferred
 - Experience in hospitality industry or customer service an asset
 - Experience in light maintenance an asset
- **Knowledge, Abilities and Skills / Key Competencies**
 - Effective written and oral communication skills in English
 - Ability to work independently and safely with minimal supervision
 - Must be flexible and able to adapt to change on a day-to-day basis
- **Criminal Record check required (including Vulnerable Persons / Abuse registry check)**

Position Duties and Responsibilities:

1. Quality Resident Service

- Provides valet service to Residents as requested
- Assists with Recreation and Leisure opportunities for Residents with scheduled outings.
- Performs some cleaning tasks as required and as assigned.
- Performs minor maintenance duties as assigned
- Assists in setting up and tear down of room set ups catered and recreational events
- Assists residents in move in or move outs of The Landing and Harmony Court
- Monitors and ensures visitor and staff parking lots are clean, snow removed, and trash is cleaned up.
- Ensures that garden and park areas are maintained for residents and families to enjoy
- Answers phones and assists front desk in daily customer service routines.

2. Environmental Services

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.
- Maintains accurate record of Bus Maintenance Log

3. Social Environment

- Participates in and encourages meaningful social and recreational activities, respecting individual choice.

4. Health and Safety

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.

5. Administrative

- Adheres to provincial and federal regulations, as well as site policies and guidelines, regarding confidential and personal information.
- Communicates (both verbally and written) to the appropriate staff member/supervisor all relevant information regarding the resident and/or family as well as environmental concerns
- All staff are responsible for ensuring the safe, economical, and efficient use and maintenance of resources, equipment, and supplies.
- All staff must adhere to site policies and procedures.

6. Interpersonal Skills

- Uses a respectful, courteous, caring, understanding and empathetic approach to guide their words, actions, and attitude.
- Promotes the site in a positive manner demonstrating a commitment to its service excellence.
- Builds and maintains friendly, reciprocal, and warm relationships with individuals and groups
- Assists residents in a manner that preserves dignity and promotes independence.
- Listens, understands, and responds appropriately when interacting with the resident, resident's family and visitors
- Works effectively within a team environment
- Works collaboratively with supervisory/management staff.

7. Continuing Education

- Assumes personal responsibility for maintaining and enhancing current skills.
- Shares learned knowledge and skills with peers.

8. Other duties

- Other duties as assigned