

Class Specifications  
for theENVIRONMENTAL SERVICES SUPERINTENDENT SERIES

SR-21; SR-24

BU:04

Series Definition:

This series includes all classes of positions, which are to manage and/or direct the housekeeping and laundry departments of a medical facility and/or region. An Environmental Services Superintendent is concerned with the technical operations of the housekeeping and laundry operations to provide a suitable environment for the care of patients and visitors, which includes ensuring high standards of cleanliness are maintained, and preventing, relieving and correcting the disruption of vital services.

Positions in this series plan, organize and direct the work involved; schedule work activities for minimum interference with facility/region activities; interpret policies and make administrative decisions; analyze reports and take corrective actions. An Environmental Services Superintendent must also study new techniques for improving services, and evaluate, select, and provide proper equipment and supplies.

Environmental Services is responsible for various combinations and degrees of the following typical examples of activities: maintaining hospital facilities in a clean, sanitary and attractive condition which typically involve: routine cleaning of windows, walls, floors, fixtures and furnishings; disposal of ordinary and contaminated refuse; disinfection of contaminated areas; bacteriological surface samples; pertinent infection control procedures; pest and rodent control; collect and launder hospital linens, garments, and all washables to provide adequate supplies of clean, sanitary linens to all departments; adherence to state health codes and hospital accreditation standards; budget preparation and other administrative housekeeping activities; in-service training of subordinates.

Environmental Services Superintendents are responsible for maintaining a sanitary, pleasant environment of the facilities which are essential to medical and nursing care of patients and hospital staff. Provide adequate supplies of clean, sanitary linens to all departments in the facility/region, while adhering to State health codes and hospital accreditation standards. Environmental Services Superintendents are involved in working with other facilities/agencies and private individuals to continuously upkeep/improve the cleanliness and physical environmental of the facility/region. Environmental Services Superintendents are also responsible for budgeting and

controlling the expenditures of their units, planning and scheduling the work and seeing that personnel, finances and materials are used in the most economical and efficient manner. The Environmental Services Superintendent is constantly alert to the need for corrective or other actions.

The levels in this series are distinguished on the basis of the nature and scope of activities supervised; the nature and scope of administrative responsibilities (this ranges from the position with barely any visible administrative responsibilities to those with a relatively well-developed business plan and a degree of authority and responsibility for administrative functions for most of the facility/region); supervision exercised; supervision received (normally, supervision received in the technical areas of work is of a general nature for all positions, but the supervision received in administrative matters may vary in degree and should be looked at in relation to other factors); guidelines available and the nature and scope of recommendations, decisions, commitments and conclusions.

The facility/region in which a position is located is also considered in distinguishing levels, inasmuch as factors such as the kinds of housekeeping and laundry activities that are to be maintained or contracted out are directly related to the facility/region and its organization (kinds of activities such as location of the facility; available manpower; patient population; kinds, number and size of buildings and related facilities, etc.).

ENVIRONMENTAL SERVICES SUPERINTENDENT I

2.108

Duties Summary:

Plans, organizes, directs and coordinates the environmental services operations of one or more small facilities; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by its responsibility for managing and directing the housekeeping and laundry operations of a section or unit(s). The operations cover several buildings, which are scattered over a geographical area. This class is responsible for directing the unit(s) to meet regulations and standards in inspections by the State Department of Health, Centers for Medicare & Medicaid Services (CMS) and/or the Joint Commission of Accreditation of Healthcare Organizations (JCAHO) in the administration of healthcare programs.

Examples of Duties:

Manages, plans, directs, and coordinates the work of housekeeping and laundry supervisors; inspects the facilities Environmental Service operations for cleanliness, order, and appealing environmental conditions; responsible for storing, issuing, and

maintaining inventory of all linens; collecting, laundering and processing linens for worn spots or tears, weighed for production records, and sorted by type of washing to be used; inspects facilities and equipment for safe operating condition and schedules repairs and preventive maintenance as needed; may inspect buildings for needed repairs and arrange for building maintenance and renovation services; controls expenditure of funds; maintains records of expenditures; maintains inventory records; assigns work; reviews and evaluates work performance of employees; establishes operating policies and procedures and assures compliance by subordinates; prepares correspondence and reports; prepares budget requests for one or more small facilities; conducts and/or participates in staff meetings; and insures that work safety practices and infection control procedures are implemented and adhered to.

Knowledges and Abilities Required:

Knowledge of: Principles of planning, organizing and directing the activities of a small section or units of a facility/region; general knowledge of housekeeping/laundry equipment, supplies, chemicals, and agents; knowledge of infection control procedures; and principles and practices of supervision.

Ability to: Plan, organize and direct the work and activities of various employees in carrying out the housekeeping/laundry operations of one or more small facilities; direct the unit to be ready for inspection by the state or other regulatory/accreditation agencies; evaluate efficiency and effectiveness of unit operations; prepare reports and correspondence; determine the need for repair or replacement of furniture, fixtures, linens and other items; make cost estimates; plan, layout and oversee the work of subordinates; give clear and concise oral and written instructions; work well with others; conduct staff meetings.

ENVIRONMENTAL SERVICES SUPERINTENDENT II

2.109

Duties Summary:

Manages, plans, organizes, directs and coordinates the work of environmental services activities in a large facility(ies) through subordinate supervisors; and performs other related duties as assigned.

Distinguishing Characteristics: This class is distinguished by its responsibility for managing and directing the environmental service operations of a large facility(ies). This class is responsible for directing the unit(s) to meet regulations and standards in inspections by the State Department of Health, Centers for Medicare & Medicaid Services (CMS) and/or the Joint Commission of Accreditation of Healthcare Organizations (JCAHO) in the administration of healthcare programs.

Environmental Services Superintendent II positions are generally of two types:

1. An Environmental Services Superintendent with responsibility for managing and directing a large facility's environmental services operations. Such a position is responsible for conducting the activities of a large staff through subordinate supervisors and include administrative or business and fiscal management responsibilities for one or more facilities within the region.
2. An Environmental Services Superintendent with responsibility for managing & directing multiple facilities. Such a position generally heads a unit staffed primarily with supervisory personnel (working supervisor) who, in turn, provide guidance and supervision to janitors, laundry helpers, laundry workers, etc. and include administrative or business and fiscal management responsibilities for one or more facilities within the region.

Examples of Duties:

Manages, plans, directs and inspects the work of the environmental service units ; works with other agency personnel, contractors and others in planning for new structures and the renovation of buildings; plans and schedules ongoing cleaning programs which affect patient care areas, surgical suites, and other specialized areas requiring a high level of sanitation and sterilization; responsible for storing, issuing, and maintaining inventory of all linens to maintain centralized control; reviews and approves requisitions; controls expenditure of funds; maintenance of inventory records; directs various activities such as sewing operations, various ironing techniques of linens; assigns work; reviews and evaluates work performance of employees; conducts studies such as those relating to manpower needs of the facilities, the most efficient and economical use of personnel, finances, materials and equipment and other needs of the facility; establishes operating policies and procedures; prepares correspondence and reports; prepares budget requests; reviews and evaluates oral and written reports of unit supervisors concerning employee work performances, cleanliness of facilities, and other information pertinent to the efficient operations of environmental services; takes corrective measures concerning deficiencies reported and instructs employees to make necessary changes; participate in long- and short-range planning for the facility/region's budgetary and other requirements; conducts staff meetings; participates in departmental staff meetings; confers with and maintains good relationships with other agencies' staffs, private individuals and groups; organizes and directs on-the-job training of subordinate supervisors; and coordinates and/or directs in-service training of subordinates; insures that work safety practices and infection control procedures are implemented and adhered to.

Knowledges and Abilities Required:

Knowledges and abilities required is the same as at the next lower level, but the broader scope of operations requires greater planning and coordinative skills.

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This is the first class specification approved for the class, ENVIRONMENTAL SERVICES SUPERINTENDENT I & II.

DATE APPROVED: 6/10/03

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