



We're looking for compassionate and dedicated individuals to join our Support Services team, where you'll help create a warm, welcoming, and safe environment for our residents. In this casual position, you'll enjoy a dynamic schedule with 8- to 12-hour shifts, including weekends and holidays, which may be assigned on short notice. If you thrive in a supportive, team-oriented setting and want to make a real difference every day, we'd love to hear from you—join our team today!

Title: Support Services Worker (Casual)

Reports to: Director of Operations/Clinical Dietician

Status: Unionized; UNIFOR local 4620

Wage: \$18.48 - \$19.14/hour with shift premiums of \$2.35/hour for shifts between 7 p.m. – 7 a.m., weekends, and holidays (plus time and a half for shifts worked on holidays).

Job Summary: The Support Services Worker is a versatile team member responsible for maintaining a clean, safe, and welcoming environment for residents and staff. This role encompasses a variety of essential functions, including housekeeping, laundry, and food services, all performed in accordance with established schedules and procedures.

With a commitment to excellence, the Support Services Worker ensures residents' rooms, common areas, and linens are kept to the highest standards of cleanliness and presentation. They also take charge of food preparation, service, and upholding sanitary practices that meet health and safety regulations.

This position calls for a compassionate individual who recognizes the dietary needs of residents and collaborates with the care team to create a positive dining experience that contributes to overall well-being.

Functions and Responsibilities:

Housekeeping:

- Clean and sanitize resident rooms, bathrooms, and common areas according to established standards.
- Make beds and change linens.
- Clean floors by sweeping, dusting, wet/dry mopping, vacuuming, waxing and buffering. This includes operating floor maintenance machines like buffers, polishers, and burnishers.
- Empty trash receptacles and dispose of waste appropriately.

- Report any maintenance issues, damages, or lost and found items to the appropriate department.
- Respond to requests that require immediate housekeeping attention.
- Carbolizing beds, which involves cleaning and disinfecting using a carbolic acid solution.
- Ensure compliance with safety, sanitation, and hygiene regulations.
- Assist with deep cleaning projects as assigned.

Laundry:

- Collect, sort, and process soiled linens, towels, and clothing.
- Operate washers, dryers, and other laundry equipment following proper procedures.
- Fold, sort, and distribute clean linens, towels, and clothing to designated areas.
- Inspect linens for stains, tears, or wear and report issues to management.
- Maintain cleanliness and organization of the laundry area.
- Monitor and maintain adequate inventory of laundry supplies.
- Follow all safety procedures when handling chemicals and laundry equipment.

Food Services:

- Assist in the preparation of meals according to dietary restrictions and individualized care plans for residents.
- Serve meals in a timely and appetizing manner.
- Assist in accommodating residents with food allergies, swallowing difficulties, or texture-modified diets.
- Maintain knowledge of menu items and special dietary requirements.
- Clean and sanitize dining rooms, kitchen equipment, utensils, and food preparation areas in compliance with health regulations.
- Ensure safe food handling and storage practices to minimize the risk of contamination.
- Provide respectful and courteous service, fostering a positive dining experience.
- Assist with receiving and storing food deliveries, ensuring proper rotation of stock.
- Monitor inventory levels and notify management when supplies need replenishing.
- Support team members during busy meal service times or special events.

The duties described above are representative and are not to be construed as all inclusive. The incumbent may be required to perform related or subordinate duties based on operational needs as described from time to time by the Director of Operations/Clinical Dietician.

Requirements:

- Experience working in food preparation.

- Food Handler's Certification or willingness to obtain certification through on the job training provided by the employer.
- Knowledge of safe food handling procedures and kitchen safety.
- Basic ability to read and follow menus and dietary guidelines
- Experience working in a long-term care or healthcare setting is preferred.
- Strong teamwork and communication skills.
- Patience and compassion when interacting with elderly residents.
- Ability to maintain attention span to attend to tasks and functions.
- Ability to complete daily assignments.
- Must be able to demonstrate an excellent attendance record.
- Must participate in in-services or training sessions or meetings when offered.
- Must possess valid WHMIS certification and demonstrate a strong understanding of hazardous materials regulations to ensure workplace safety and compliance.

Working Conditions:

- Ability to continuously walk, stand, bend, push, pull, and perform repetitive hand and arm movements that require dexterity, coordination and grip strength.
- Ability to frequently lift light to moderate objects (25-50 lbs).
- Must be able to perform duties throughout all areas of the facility, which may involve exposure to environmental hazards typical of such settings, including potential contact with infectious diseases.
- Must be able to work in an environment that includes cleaning chemicals, dust, dirt and water.

Benefits:

- Priority placement at a brand new on-site childcare facility operated by the YMCA of Cape Breton.
- Participate in our Gas/Heating Oil Program with SYDCO Fuels and save 5 cents off a litre of gas.
- Access to our Employee and Family Assistance Program (EFAP), offering confidential support for mental health, stress management, and personal challenges that's available 24/7 at zero cost.
- Eligible for Pension Program.

Join our team at the Cove Guest Home and make a meaningful difference in the lives of our residents! Enjoy a rewarding career with flexible hours and the chance to work alongside a supportive and friendly team. If you're passionate about helping others and want to be part of a



Job Post:
Support Services Worker (Casual)

community that feels like family, the Cove Guest Home is the place for you. Apply today and start making an impact!

To Apply:

Please submit your application by email to Jessica MacDonald, Human Resources Manager at jessica@coveguesthome.com. Your application must include a cover letter and resume that explains your interest in the role, why you believe you are a strong candidate, and highlights your relevant experience and skills. We also require a completed [Application for Employment Form](#), which can be found on the careers page of our website (coveguesthome.com/careers). This position is open until filled.

Applications will only be accepted by email. Although we thank all applicants for their interest, we will only contact those we wish to interview.