

## SUPPORT SERVICES

*While not directly involved in resident care, support services staff are essential to the overall resident experience. Housekeeping, laundry, maintenance and dietary staff help to create a warm, homelike environment in which residents live and receive temporary or long term care.*

### Housekeeping

The Housekeeping Assistant keeps the facility and resident rooms clean, odor free, and in good order. They provide a clean, appealing, safe, and sanitary environment for the facilities residents, visitors, and staff. The Housekeeping Supervisor directs, controls, plans, and modifies the Housekeeping Department to ensure a clean and safe environment for the facility.

#### Education and Experience

The Housekeeping Assistant position does not require any specific education. A supervisor must have a high school diploma or equivalent, at least two years of housekeeping experience and be willing to receive education on leadership and supervision.

#### Next Steps

Environmental Services Director

### Laundry

The Laundry Assistant keeps facility linens and personal clothing clean and in good repair, maintains standards of sanitation and meets residents' daily laundry needs by providing adequate supplies of clean clothing and house linens. The Laundry Supervisor directs, controls, plans, and modifies the Housekeeping Department to ensure a clean and safe environment for the facility.

#### Education and Experience

The Laundry Assistant position does not require any specific education. The Laundry Supervisor must have a high school diploma or equivalent, have least two years of laundry or relevant experience and be willing to receive education on leadership and supervision.

#### Next Steps

Environmental Services Director

### Maintenance

A Maintenance Assistant ensures the comfort and safety of the residents, visitors, and staff through proper repair, maintenance, and custodial services of the facility, building and grounds. They assist the facility staff in continually providing a clean and orderly environment in a safe and sanitary manner. The Maintenance Supervisor provides maintenance support and assistance to the facility and the Administrator for any direction given, to maintain the physical plant, its property and grounds, thus to work to assure the comfort and safety of the residents and staff.



## **Education and Experience**

The Maintenance Supervisor must have a working knowledge of plumbing/heating, understand safety with electricity and have the ability to repair items.

## **Next Steps**

Environmental Services Director

## **Dietary Aide**

The Dietary Aide is responsible for the proper delivery of meals and nutrients at scheduled times and places while assisting in sanitary maintenance of the assigned work area.

## **Education and Experience**

No prior experience is required

## **Next Steps**

Assistant Dietary Manager  
Dietary Manager

## **Cook**

The Cook is responsible for the preparation and service of all food and nourishments. This position is responsible for cleaning all equipment, pots and pans, and utensils used in the preparation and service of food. They are also responsible for cleaning own working area. This position is considered to be a working leadership position and requires self-discipline, diplomacy, and adaptability.

## **Education and Experience**

Some experience as a professional cook is required.

## **Next Steps**

Assistant Dietary Manager  
Certified Dietary Manager

## **Dietary Manager**

The Dietary Manager manages of all aspects of the dietary department. The Dietary Manager supervises, instructs, and evaluates employees engaged in preparing and serving meals, while maintaining high standards of sanitation and safety.

## **Education and Experience**

The Dietary Manager must have a minimum of five years of dietary experience, a minimum of a high school diploma, and dietary manager's certificate or Chef experience.

