

**BETHESDA HEALTH GROUP, INC**  
**JOB DESCRIPTION/PERFORMANCE APPRAISAL**

**JOB TITLE:** Repair Person Employee Name: \_\_\_\_\_  
**DEPARTMENT:** Administrative Services Hire Date: \_\_\_\_\_  
**SUPERVISED BY:** Facility Manager Review Date: \_\_\_\_\_  
**JOB CLASSIFICATION:** Non-Exempt

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All the duties and standards of this position will be performed according to established policies, procedures and guidelines within the department and the organization.

These examples of work are not all encompassing or restrictive, and are expected to vary with changing needs and priorities. The duties for a specific position with this title will be defined and assigned by the immediate department director/manager.

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**Job Summary:**

Performs all routine skilled and unskilled maintenance task necessary to provide a mechanically safe and efficient environment for our residents and staff. Maintains all operations of the physical retirement facility including but not limited to plumbing, electrical, minor HVAC, carpentry painting, and grounds keeping.

**JOB QUALIFICATIONS:**

- A) **EDUCATION AND TRAINING:**  
High School diploma or equivalent.
- B) **LICENSING/REGISTRATION/CERTIFICATION:**  
Valid CDL Driver's License  
HVAC Certification
- C) **EXPERIENCE:**  
Mechanical aptitude and maintenance experience required. Trade-school training is a plus but not required. This may be off set by documentation of seminars attended.
- D) **SKILLS AND ABILITIES:**  
Must be able to read, write and perform basic arithmetic.  
Computer skills including spreadsheets and word processing.

An individual without requisites stated above may present a written justification explaining the relevance of his/her background for a specific vacant position. Depending on organizational needs and availability of more qualified applicants, an applicant may have some or all requisites revised or waived at Bethesda Health Group's discretion.

**PHYSICAL AND MENTAL EFFORT:**

- Extensive mobility required.
- Ability to lift and carry large objects weighing up to 100 pounds.
- Ability to bend, stoop, kneel and crouch.
- Ability to push, pull, and move supplies and equipment weighing 100 pounds.
- Work will be required in confined spaces for certain assignments.
- Ability to concentrate on moderate detail with constant interruption.
- Ability to understand and relate to specific ideas generally and remember tasks given to self and others over long periods of time.
- Ability to work in a mechanical, electrical and patient care setting.
- Exposure to high noise levels, high voltage, moving parts, hot steam lines, outdoor environment, sawdust, flammable liquids and chemicals kept in the department.

**ENVIRONMENTAL AND WORKING CONDITIONS:**

Long-term care setting. May be exposed to sharps, blood, body fluids, and chemicals.

**BLOOD BORNE PATHOGENS CATEGORY:** Exposure Risk: Low-Offer Hepatitis B vaccination

**HEPATITIS A VACCINATION:** Not Required

**MACHINES/EQUIPMENT/TOOLS:**

Repair Tools

**HIPAA Requirement: PHI Access**

Access to PHI will be limited to only those areas in long-term care that assist this position in providing a safe and secure environment for the resident.

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The purpose of the performance review is for the supervisor and the employee to thoroughly review the employee's past performance and develop goals and objectives for the coming year.

The following performance levels should be used to rate the employee's level of performance with regard to each duty:

A rating of 1 – DOES NOT MEET STANDARDS: The standard is not always met. The level of performance is generally below what is expected, showing need for improvement. A plan of action for improvement must be written.

A rating of 3 – MEETS STANDARDS: The standard is met. The level of performance meets the standard requirements of the position. Assignments are performed in an acceptable manner.

A rating of 5 – EXCEEDS STANDARDS: The standard is met. The level of performance consistently exceeds the standard requirements of the position. Assignments are performed in an exemplary manner.

A rating of 2 or 4 can also be given if in between category performance is assessed.

The Reviewer rates the employee's performance in the rating section. The Reviewer then makes appropriate comments related to the specific job responsibility. Upon completion of the evaluation session, both the employee and supervisor sign the performance review. The employee may have a copy of the completed review. The completed performance review is forwarded to Human Resources. All sections must be completed with appropriate dates and signatures.

**PERFORMANCE RESPONSIBILITIES:**

The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned.

**RESPONSIBILITIES AND STANDARDS:**

All are essential job functions according to ADA guidelines. These are measured by supervisory observation, staff and resident/family feedback, review of documentation, and in-service attendance.

**PART I PERFORMANCE LEVEL SCORING – JOB DESCRIPTION**

- 1. Maintains current knowledge of department and personnel practices, policies and procedures. Attend one seminar per year relating to job skills.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 2. Notifies supervisor immediately of any concerns or problems within the facility. Interacts and maintains effective working relations with other team members, other departments, directors and vendors. Reports to Supervisor any necessary supplies, shortages, or equipment needed within the department.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 3. Successfully completes all work orders for equipment and furniture repair.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 4. Checks and maintains temperature gages on both boilers and ensures that both water temperature and supply meets the required daily standards.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 5. Checks, services and repairs all HVAC equipment as needed and within specific standards.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 6. Inspects, services and repairs electrical equipment such as bulbs, switches and resident call lights. Inspects and services equipment as part of the preventative maintenance program. Performs general upkeep and repair of kitchen appliances and fixtures. General painting, small construction, and minor plumbing repairs.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 7. Performs snow and ice removal on parking lots, driveways and sidewalks in order to provide a safe environment. Performs exterior clean up and grounds keeping.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 8. Driving company vehicles to make deliveries and pick-ups, observing safety standards and traffic guidelines.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 9. Carries out all assignments promptly and accurately. Willing to help others as needed. Demonstrates ability to adjust to different assignments or abilities. Assists in corrective actions necessary to resolve a safety hazards and conditions. Uses proper precautions and equipment necessary to avoid accidents or unsafe conditions for residents and staff. Practices preventative maintenance and makes suggestions on how to improve the preventative maintenance program.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

10. Initiates and completes preventive maintenance of equipment and systems as scheduled or necessary, including inspecting, greasing, oiling, filter and belt changes, and cleaning of the equipment in a timely and proper manner and in accordance with all established departmental policies and standards. Trains others to accomplish same. Ensures new PM's are established as needed. Standard performance measured by individual accomplishments and actions in meeting the team goal of 80% to 90% completion rate each month.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

11. Initiates, leads, and performs a wide variety of corrective maintenance work assignments. Installs, alters, maintains and repairs hospital systems, equipment and facilities. Trains others to accomplish same. Completes tasks on time. Works with vendors to accomplish some tasks. Standard performance measured by individual accomplishments and actions in meeting the team goal of 80% to 90% completion rate each month. Callbacks are limited to minor adjustments of completed work.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

12. Performs casualty prevention tasks throughout the facilities. Tasks include fire drills and tests, maintenance and repairs to alarm and detection systems and to life safety code systems, equipment, doors and hardware. Documents accomplishment of tests and any results of tests. Initiates corrective measures as identified during casualty prevention tasks. Standard performance measured by individual accomplishments and actions in meeting the team goal of 100% completion rate each month.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

13. Operates, repairs and maintains assigned plant equipment, mechanical room and plant systems in accordance with all established departmental and equipment standards. Trains others to accomplish the same. Works with assistance as necessary from stationary engineers and team leaders. Other typical duties include: changing filters, relamping lighting fixtures, resetting breakers, changing medical gas tanks and maintaining chemical water treatment balances. Works directly with vendors to accomplish some tasks.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

14. Completes daily equipment, mechanical room and plant operations inspection rounds and accurately completes necessary documentation of the status and condition of the equipment inspected in accordance with established department policies and procedures. Performs on the spot adjustments and repairs as needed and within schedule. Initiates correctives if needed.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

15. Performs and takes charge of after hours tasks to ensure continued safe operations of hospital functions and patient care. Related tasks include work such as snow removal, disaster response, utility outages and other similar tasks. Works directly with vendors to accomplish some tasks.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

16. Performs work, using safe and proper procedures. Maintains skill and knowledge levels in proper use of personal protective equipment and in major safety programs such as Lock Out/Tag Out, Confined Space, Burn Permit, Tuberculosis, Asbestos and Hazard Communications. Accurately documents all related work. Keeps work areas clean and neat. Ensures the safe environment of assigned plant areas, mechanical rooms and job sites and ensures they are maintained per Bethesda, OSHA and NFPA regulations.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

17. Maintains and ensures proper use and levels of shop stock. Procures parts, supplies and equipment according to established hospital policies and procedures. Properly documents material and supply orders and accounts for use of materials on daily work documents.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

18. Expands maintenance and operation experience on an ongoing basis and in accordance with established departmental guidelines through continuing education, on-the-job-training, and cross training in other fields and trades. Leads, participates and assists in the training of co-workers, interacting in a positive and helpful manner at all times.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

19. Sets the prime example of teamwork and customer service. Promotes teamwork in all actions and with peers and superiors alike. Strives toward improving team efforts to meet department goals and missions, such as exceeding customer expectations and career broadening and development. Supports a professional team and team member appearance.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

20. Performs other duties as assigned. Assist team leaders in the annual development of department operating and capital

budgets. Maintains awareness of department and hospital facility and equipment needs. Works with team leaders to ensure the needs are considered during the budget process.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

21. Performs other duties as assigned.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

### EMPLOYEE ACKNOWLEDGMENT:

I have reviewed and I understand the job duties and expectations outlined in this job description. I agree to perform the work in a manner acceptable to my immediate supervisor and within guidelines defined in the policies and procedures of Bethesda Health Group and Bethesda Long Term Care. I also understand that continued employment will depend on my demonstrated ability to perform the work as expected.

Employee: \_\_\_\_\_ Date \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date \_\_\_\_\_

### JOB DESCRIPTION APPROVAL:

Department Manager: \_\_\_\_\_ Date \_\_\_\_\_

Administrator: \_\_\_\_\_ Date \_\_\_\_\_

Job Description Review/Revision Date: 3/03, 7/05, 6/06, 3/08, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,

### BEHAVIOR EXPECTATIONS FOR ALL HOURLY EMPLOYEES

**Customer Service** –Uses tact, courtesy and good judgment in dealing with others. Treats all with consideration, respect and dignity. Respects resident and staff confidentiality. Demonstrates ability to consider diverse needs of others regardless of culture, religion, disability, etc.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Collaboration/Communication** – Demonstrates willingness to work with others (physicians, staff, residents, families, visitors) in accomplishing day-to-day work activities. Listens to ideas of others and effectively communicates own thoughts. Maintains flexibility to adapt to different methods of achieving work-related goals. Open to change.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Excellence** – Demonstrates passion for excellence in day-to-day work activities. Is proactive in working toward quality standards established in the organization and department. Contributes to the achievement of team and department goals. Participates in the Continuous Quality Improvement process as requested.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Ethics** - Maintains ethical standards required by Bethesda's Code of Conduct. Demonstrates accountability and takes initiative.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Orientation** - Assists with new employee orientation as requested. Creates a receptive environment for new employees, making them welcome and assisting both informally and formally with new employee orientation (such as being a mentor, preceptor, etc. to assist with acclimation to the facility.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Dress Code** – Wears ID badge. Wears clean well-maintained attire as required by job. Always appears well groomed, with make-up, jewelry, nails and hairstyle maintained in moderate style per dress code in the Employee Handbook. Always maintains an appearance that promotes a business image suited to the needs and requirements of department & position.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Attendance/Timekeeping** – Maintains proper attendance (three occurrences of absenteeism in a 90 day period is excessive & two occurrences of absence in conjunction with scheduled time-off is excessive). Demonstrates flexibility in scheduling and adheres to policies regarding rest and meal periods. Clocks in/out with badge on scheduled days and reports for work at designated start time. (Two occurrences of tardiness in excess of one (1) minute in a pay period is excessive.)

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Safety** – Demonstrates safe work habits and knowledge of all related requirements and practices relative to job assignment.

Completes Incident Reports according to policy for any work-related illness or injury and seeks necessary first aid and treatment.

Uses required precautions to prevent injuries such as needle sticks, falls, and back injuries. Wears required safety attire specific to the job. Follows all established infection control practices. Follows established safety precautions in the use of supplies and equipment. Completes incident reports according to policy for any work related illness or injury and seek first aid and treatment as necessary. Assists in maintaining a safe, clean and comfortable environment for the resident, including reporting any hazardous conditions or equipment. Knows emergency plans and participates in all emergency preparedness activities (including drills) in a professional and competent manner.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Resident Rights:** Demonstrates awareness of residents' rights. Maintains confidentiality of all resident information. Treats all residents fairly and with kindness, dignity and respect. Respects resident's privacy including providing care in privacy and knocking before entering a resident's room. Is aware of, and practices in a manner to prevent resident abuse. Knows reporting procedure to report suspected abuse or neglect. Knows the definition of resident abuse and practices the methods to help prevent abuse. Makes appropriate persons aware of any resident complaint or grievance.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Education/Competencies/Employee Health** – Has attended the mandatory continuing education courses & competencies as designated by the employees' position and outlined on the Employee Education Record (See Attached Pink Sheet). Reminder: all nursing staff are required to complete a minimum of 12 continuing education hours per evaluation year. Employee has received annual PPD testing, physical assessment and Hepatitis A & B series as required by position. Employee takes responsibility for professional growth.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**SPECIFIC TO POSITIONS WITH PATIENT CONTACT**

**Appropriateness of Care** – Has the knowledge of growth and development and takes age and other diverse needs of patients served into consideration. Possesses the ability to understand and respond effectively to residents' needs.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**REQUIREMENTS FOR ANNUAL INCREASE**  
Annual PPD & Mandatory Continuing Education Courses Completed

Annual PPD Completed on \_\_\_\_\_ (Date) Verified By \_\_\_\_\_ (Supervisor signature)

Inservices Completed on \_\_\_\_\_ (Date) Verified By \_\_\_\_\_ (Supervisor signature)

**IF AN EMPLOYEE HAS NOT COMPLETED THEIR MANDATORY CONTINUING EDUCATION COURSES AND THEIR ANNUAL PPD, THEIR ANNUAL RAISE WILL BE DELAYED UNTIL THESE ARE COMPLETED.**

**SCORING SUMMARY**

Add the Total of ratings given for each section in the Performance Appraisal.

Performance Level: Total Points Earned/Total number of job duties = Average Score:  
Job Description \_\_\_\_\_ / Number of job duties \_\_\_\_\_ = \_\_\_\_\_  
Total Points Earned/Total number of Behavioral Expectations = Average Score:  
Behavioral Expectations \_\_\_\_\_ / Number of Behavioral Expectations \_\_\_\_\_ = \_\_\_\_\_

**Reminder: Comments must be added for each area in which the standard has been exceeded or has not been met.**

**Overall Score – Job Description average score + Behavioral Expectations average score/2**  
\_\_\_\_\_ + \_\_\_\_\_ /2 = \_\_\_\_\_

Pay Grade: \_\_\_\_\_ Quartile: \_\_\_\_\_

Manager to complete:

Current Pay Rate: \$ \_\_\_\_\_ % Increase \_\_\_\_\_ New Pay Rate: \$ \_\_\_\_\_

Salary Increase Approval \_\_\_\_\_  
(Administrative signature)

Summarize areas for improvement (Any rating of "DOES NOT MEET STANDARD" MUST INCLUDE A PLAN OF ACTION FOR IMPROVEMENT.) Note any disciplinary action given during the last review period.

Summarize goals established and accomplished at or since last review. Note any accomplishments that would indicate performance-exceeding standards.

Identify employee developmental goals for upcoming review period.

GOALS	ACTION PLAN
1.	
2.	
3.	
4.	

Employee's Signature\*\* \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Name (Please print) \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*If the employee wishes to make written comments regarding the performance review, the comments may be submitted to the supervisor and will be attached to this form, becoming a permanent part of the evaluation.