

# What's It Like To Work In Housekeeping

at Mercy Health?



## Why We Need Our Housekeeping Associates

Our Housekeeping Associates provide high quality services to ensure patient safety, comfort, and happiness. Housekeeping associates prepare rooms by cleaning and rearranging the rooms to best fit the needs of our residents and/or patients.

Housekeeping associates at Mercy Health are upheld to the highest sanitation standards in the industry and are committed to providing excellent customer service. Associates may come in to contact with bodily fluids as they are frequently cleaning patient/resident rooms.

In addition to our hospital locations, Mercy Health also includes administrative and physician offices, long term care, assisted living, and behavioral health facilities. The Housekeeping teams provide sanitation services to all of these locations.



## What A Typical Day May Look Like

Our hospitals run 24 hours, 7 days a week, 365 days a year (including weekends and holidays). We offer multiple different shifts and hours to work with various schedules. At Mercy Health our Full-time and Part-time schedules both offer competitive benefit plans. Our Housekeeping Associates work day, evening, and/or night shifts. In some of our facilities, Mercy Health is able to offer additional incentives including shift differentials for evening and night shifts.



## How We Make A Difference

Our Mission is to extend the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying and underserved. At Mercy Health, we believe that our work brings our Mission to life.



# MERCYHEALTH

## Houskeeping Associate



### The Hard Facts

- A High School diploma or GED is preferred, but not required
- Housekeeping work can be hard and physically demanding. Associates are on their feet the majority of their shift
- Our associates must be able to tolerate strong smells including, but not limited to, feces, vomit, and be comfortable handling potentially infectious laundry and garbage
- Cleaning includes all portions of rooms - from the ceiling to the floor and the window to the door. Appropriate PPE (personal protective equipment) is provided
- In this role, associates should be comfortable being in contact with various patient populations (oncology, pediatrics, critical care, emergency, etc) who are likely experiencing some of their most trying times
- In addition to cleaning common areas and patient rooms, housekeeping associates may also be required to clean the morgue or the rooms of deceased patients



### Benefits/Perks of the Job

- Many of our housekeeping associates start in these roles and continue to grow and advance within the organization. We also celebrate many associates as they retire from the same department where they began working
- Our housekeeping associates enjoy making and building relationships with patients and their families
- We offer our associates tuition reimbursement that can be used for finishing your degree or continuing your education



### Orientation and Technology

As you begin your career with Mercy Health you will be required to attend orientation and at least 1 to 2 weeks of on the job training. In order to be successful in this role you will need to have some basic computer/technology skills. We will provide additional training on work related specific technology requirements.