



McLaren Housing

Society of British Columbia

POSITIVE HOUSING FOR POSITIVE PEOPLE

Job Title: Casual Building Attendant

Location: Howe Street

Founded in 1987, McLaren was the first HIV/AIDS housing provider in Canada. We work with low-income individuals and families who are living with HIV/AIDS and require stable and supportive housing. Our mission is to provide safe, secure and affordable housing and capacity-building services to widen pathways for improved health, wellness and independent living and foster a sense of community.

Job Summary

Reporting directly to the Director of Housing and under the guidance of the Building Caretaker, the Building Attendant performs duties and responsibilities in a harm reduction environment to monitor the general well-being of residents and ensure the safety of the building. Working in accordance with the policies, procedures, and philosophy of McLaren Housing Society, this position acts a front-line contact to report and respond to resident emergencies and maintain a safe and welcoming environment for residents, guests, community partners and service contractors.

Hours/ Days: We are currently seeking individuals with overnight availability who can accommodate evening shifts as well.

Duties and Responsibilities

1. Monitor the flow of residents and visitors by supervising the main entrances, ensuring visitors sign-in/out, checking the list of barred residents, and being aware of visitors' destination. Escort from the premises anyone not having business in the building or not in the company of a building resident. Liaise with community agencies such as police and report any observations of suspicious activities.
2. Maintain building stability by performing duties such as conducting multiple building checks including internal and external, investigating disturbances, dealing with emergencies in accordance with guidelines, and reporting incidents to appropriate staff or authorities. Record observations and communications and ensure other staff are informed.
3. Assist the Maintenance staff in maintaining in good repair common areas of the building interior, and the exterior of the building and grounds by performing duties such as identifying repairs and responding in the interim should repair staff be unavailable.
4. Build trusting relationships with residents, guests and community partners.
5. Collaborate with co-workers to ensure a safe and caring environment by performing duties such as responding to emergency issues, information sharing, and supporting others respectfully within the parameters of the Personal Information and Privacy Act and related agency policy.
6. Provide building information to clients such as the safety systems, guest and visitor protocols.
7. Provide safe access and support to address mobility needs.
8. Complete and maintain related manual and computerized records and documentation by performing duties such as documenting interactions with residents, maintaining statistical data, completing individual files and work-related forms.

9. Attend professional development courses and programs as directed by supervisory staff.
10. Perform other related duties such as assigned by the Leadership Team.

Qualifications

Education, Training, and Experience

- Grade 12 or Equivalent
- Level 1 First Aid Training Certificate, Food Safe & WHMIS training are minimum requirements (a willingness to complete these within 3 months is acceptable)
- Computer literacy and proficiency in Microsoft Word and Excel would be an asset
- Cleared Vulnerable Sector Criminal Record Check
- Experience working in a supportive housing environment
- Strong verbal communication skills including de-escalation and conflict resolution skills
- Security Level 1 training would be an asset in this position

Skills and Abilities

- Demonstrated knowledge and familiarity with related resources, including mental health and related agencies, income assistance system, and substance use support services
- Proven ability to work well independently and as a dedicated team member in a supportive and respectful environment
- Well organized and efficient with the proven ability to complete assigned tasks promptly
- Demonstrated physical/mental ability to perform duties of the job and ready to work night shift or other shifts as required
- Proven communication skills, verbal and written; understand and maintain professional resident/staff boundaries.

Compensation and Work Environment

- This is a casual position within a welcoming and team-oriented work culture in a location close to transit.
- Compensation is \$23.50 per hour to start, with a \$1.50 per hour shift differential for overnight coverage, commensurate with experience and ability.

Interested and suitably qualified applicants are invited to submit a cover letter and resume in Word or PDF format to jobs@mclarenhousing.org or by fax to 604-669-4092.

Closing date: Friday, September 6, 2024