



Job Description

Lookout Emergency Aid Society is the safety net which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

Job Title: **Resident Building Attendant**

Classification:

Benchmark Match: Residence Building Attendant
80410

Date Prepared: April 8, 2008

JOB SUMMARY:

The Resident Building Attendant reports to the Residential Manager or designate and works in accordance with the mission and philosophy of Lookout Emergency Aid Society including following Lookout's Code of Ethics. Duties and responsibilities include performing a variety of administrative, maintenance, and security functions of apartments. May supervise work crews and/or provide direction to volunteers.

DUTIES AND RESPONSIBILITIES:

At various Lookout sites:

1. Performs administrative functions related to property management and landlord/tenant relations such as rent collection, security deposits, petty cash, bookkeeping functions, banking, and related record keeping.
2. Performs a variety of maintenance and repair duties by performing duties such as repairing furniture, constructing shelves, installing switches, replacing plugs and other basic appliance repairs, applying paint and other finishes, repairing drywall, disassembling and reassembling equipment, replacing sinks and toilets and applying finishing material such as linoleum. Prepares estimates of maintenance and repair costs for submission to Residential Manager.
3. Performs a variety of work related to contractors including monitoring work performed by contractors, contacting external contractors and trades-people to obtain quotes, and arranging for major repairs and maintenance work. Approves work to be completed under the direction of the Residential Manager.
4. Performs a variety of cleaning duties to ensure the cleanliness of the facilities including attention to toilets and bathing rooms, walls, floors, sinks, kitchen area(s), trash containers and windows through methods such as sweeping, vacuuming, washing, mopping, disinfecting and waxing. Encourages and supports clients to assist.
5. Performs a variety of preventative maintenance duties at a variety of Lookout sites to ensure emergency back-up systems function according to established standards by performing duties such as testing systems, replacing batteries, ensuring door alarms are on and working.
6. Maintains a safe environment by performing duties such as security checks on the building exterior

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and interior, restricting unauthorized access to the building and liaising with the police, reporting any suspicious activities.

7. Performs a variety of preventative maintenance duties for equipment and buildings by performing duties such as recognizing areas/equipment requiring maintenance, completing repairs and/or reporting issue to supervisor for action.
8. Performs a variety of garbage duties such as removing garbage from premises, emptying wall needle disposal units into bulk disposal, keeping garbage container area clear and monitoring disposal service pick-up; advises management of any problems.
9. Monitors the condition and cleanliness of tenant rooms, assisting clients as needed to maintain rooms in good and clean condition, aiding tenants with minor maintenance and repair work, reporting concerns to the Residential Manager.
10. Maintains the exterior of the facilities and grounds by performing duties such as washing sidewalks, walls and windows, collecting litter and picking up leaves.
11. Monitors maintenance and cleaning supplies by performing duties such as placing purchase orders with external suppliers, receiving supplies, checking invoices against orders and goods received, storing and distributing supplies and contacting suppliers to obtain and provide general information.
12. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues and supporting others through methods such as sharing of knowledge and information in accordance with guidelines interacts and observes clients and their environments to ensure the safety of clients and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interacting with clients including observing client behaviour, investigating disturbances, dealing with client emergencies in accordance with guidelines and reporting incidents to appropriate staff or authorities. Records observations for communication to other staff.
13. Provides direction to client(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting client(s), volunteer(s) and/or community placements in completing functions.
14. Maintains related manual and computerized records by performing duties such as completing documentation for maintenance and repairs performed and log book on client interactions.
15. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

Grade 12, Standard First Aid Training Certificate, plus two (2) years of recent related experience or an equivalent combination of education, training and experience.

Crisis Intervention Skills Training.

Must be able to prove of a minimum of two (2) years sobriety if having alcohol and/or drug problems.

Skills and Abilities

- i. Ability to work independently and in cooperation with others
- ii. Ability to communicate effectively, both verbally and in writing
- iii. Ability to observe and recognize changes in clients
- iv. Ability to establish and maintain rapport with clients
- v. Physical/mental ability to perform the duties of the job
- vi. Ability to operate related equipment
- vii. Suitability to work with disadvantaged and challenging adults in a diverse environment
- viii. Ability to organize work
- ix. Ability to deal with others effectively
- x. Ability to provide work direction
- xi. Ability to understand and maintain client/worker boundaries