

Lookout Housing and Health 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 DESCRIPTION – RESIDENTIAL BUILDING ATTENDANT

Classification: Environmental Services Benchmark: Residence Building Attendant (80410) Grid: 15	Date Prepared: April 8, 2008 Date Updated: July 19, 2019
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JOB SUMMARY:

The Resident Building Attendant reports to the Program Manager or designate and works in accordance with the mission and philosophy of Lookout Housing and Health 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:

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 Program 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 Program 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 guests 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 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 guests as needed to maintain room is in good and clean condition, assists tenants with minor maintenance and repair work, reporting concerns to the Program 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 guests and their environments to ensure the safety of guests and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviors, interacting with guests including observing client behavior, 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 guest(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting guest(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 diploma
- Building Service Worker Certificate
- OFA 1 First Aid Certificate
- Recent related experience of two (2) years
OR an equivalent combination of education, training and experience
OR other qualifications determined to be reasonable and relevant to the work.
- A minimum of two (2) years sobriety if having alcohol and/or drug problems.

Skills and Abilities

- Ability to work independently and cooperate with team
- Ability to communicate effectively both verbally and in writing
- Ability to perform the demands of the job.
- Ability to operate related equipment.
- Suitability to work with disadvantaged and challenging adults in a diverse environment.

Job Description
Job of Resident Building Attendant
Lookout Housing and Health Society

- Ability to organize and prioritize work
- Ability to deal with others effectively
- Ability to understand and maintain client/worker boundaries

As of the signed date, I have read and understood the above job description.

Signature

Date