

POSTING



BUILDING CONCIERGE LEAD **Permanent Full-time (35 hours per week)** **Sunday to Thursday - 10:30 am to 6:30 pm**

Ted Kuhn Towers

Ted Towers consists of two residential buildings located in the heart of Surrey. These buildings provide safe and affordable housing for a diverse resident base who are low income and who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health, addictions, and/or complicated physical health issues. These buildings are more than just a home for many; they are a community.

The Building Concierge Lead is responsible for the effective management of all aspects of safety, security and wellbeing of residents and visitor, and protection of property assets and equipment. This role will ensure the timely achievement of program goals and objectives; engage with residents and visitors as needed and act as a conduit for access to other services within the premises and in the community.

KEY DUTIES AND RESPONSIBILITIES

- Adheres to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements
- Monitors security cameras and all common areas within and outside of the buildings; patrols premises to ensure all personal, building and equipment security and follow up on all unusual activities
- Contacts and assists emergency responders, such as police, fire, and/or ambulance personnel, as required
- Maintains daily journals and logs of all interactions with residents, contractors, and community agencies as well as first responders
- Provides written reports and ensures that the team completes and distributes all Incident Reports in a timely and accurate manner
- Schedules personnel, including the approval of vacation or other leaves in consultation with Program Manager or designate, ensuring that all shifts are adequately staffed
- Trains, evaluates and analyzes performance of Building Concierge Workers in consultation with Program Manager or designate
- Provides regular motivation and mentoring to the team to encourage on-going professional development to maintain a high level of professionalism and customer service and provides direction and training to staff

- Participates in completion of performance reviews and provides feedback on performance plans and evaluations in timely manner in collaboration with Program Manager or designate
- Manages the activities of all direct/indirect reports to ensure the timely achievement of team goals and objectives, within prescribed policies, procedures and standard business practices
- Maintains good communication and work relationships in all areas of the buildings with emphasis on teamwork; establish a positive and productive working relationship with external agencies and service providers to meet program deliverables
- Leads and acts as a liaison in administrating fire and safety programs and emergency preparedness
- Conducts hazard and risk assessments at the premises to include safety audits, incident tracking, and the hazard abatement process
- Maintains current knowledge in security systems, equipment and techniques
- Represents the organization and program in a respectful and professional manner at all times
- Be available 24 hours a day for genuine emergencies within the premises
- Performs other related duties as directed by Program Manager or designate

QUALIFICATIONS

Education, Training, and Experience:

- Minimum three (3) years' experience and a Supervisory role
- Certificate or Diploma in Social Work or Security or related field
- Two (s) years' experience working in a social service setting or an acceptable combination of education, training and experience in the social service sector with marginalized populations, including those living with mental illness, addiction and homelessness challenges
- Proficiency with English, both oral and in written form
- WHMIS and First Aid Certificates
- Non-Violent Crisis Intervention Certificate is an asset

JOB SKILLS AND ABILITIES:

- Strong interpersonal and communication skills; including sensitivity to diverse backgrounds. Being a good listener is critical to communication in this role.
- Ability to analyze problems and develop appropriate solutions in a timely manner.
- Ability to work with a variety of residents, community partners and first responders
- Demonstrates understanding of oppression and marginalization as related to homeless individuals.
- Ability to maintain confidentiality, and be sensitive and respectful of cultural or lifestyle diversity among residents and the community at large
- Ability to identify an emergency and respond appropriately.

Safety:

- Employee must be aware of the potential for allegations to be brought against them and therefore must conduct themselves in a manner in which behaviors/actions cannot be misinterpreted

- Employee must be aware of the risks when working with potentially hostile or aggressive clients and follow safety guidelines
- Employee are required to take precautionary measures and to follow safety guidelines to ensure their protection

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

* An eligibility list will be maintained for up to 6 months. (Eligible applicants may be offered a casual position)

WAGE INFORMATION: \$24.75/hour

CLOSING DATE: Resumes will be reviewed starting October 27, 2020 but the posting will remain open until filled and will close without notice.

PLEASE APPLY RESUME TO: tk.employment@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [#A21660] and outlining your qualifications and related experience for the position.