



**UNDER ONE ROOF**  
Wellness. Community. Purpose.



## Job Description

# Building Maintenance and Security Worker

### UNDER ONE ROOF BACKGROUND INFORMATION

Under One Roof is a community hub that aims to build a sense of Wellness, Community, and Purpose for people in Squamish. It's more than just supportive housing, it's a community food hub, a volunteer hub, a wellness hub and a central access point for supports and services.

Located in downtown Squamish at Third and Main St, The 44-unit facility is a collaboration between BC Housing, the District of Squamish, and Squamish Helping Hands Society and the Squamish Food Bank. The first floor is truly a place of connection, containing a full commercial kitchen, dining room, and food market. Designed for food rescue and repurposing, the community hub aims to provide more nutritious food to community members while also reducing waste.

Under One Roof helps to meet the need for truly affordable housing in our community. But it is so much more. The vision is based on a Housing First approach which means that substance use and mental illness are not an impediment to receiving housing. We view housing as a human right. The supportive housing model means that we provide 24-hour onsite staffing and programs and services that are based on individual needs, addressing all aspects of wellness. Housing alone is not always enough to help individuals improve their wellness. Our trauma-informed approach seeks to understand how trauma impacts the brain and a person's emotions and coping abilities. Understanding the trauma experienced by those we help means we adapt how we engage and support healing.

### SUMMARY OF POSITION

Under the direction of the Operations and Enterprise Manager, the evening Building Maintenance and Security worker performs routine maintenance and repair services to the building, grounds, and equipment. They also carry out patrols of Under one Roof to ensure the safety, security, and well-being of all building users.

The Building Maintenance and Security Worker is responsible for supporting the Frontline staff with service to and management of building residents and community Emergency Shelter Participants, as well, this position helps ensure that building and equipment meet all safety, security, and fire regulations and policies. The Security is also responsible for responding to requests for support and pre-emptively managing potential security and health and safety scenarios.

The ideal candidate not only has experience in safety, security and building general maintenance but possesses the ability to communicate well with others using a trauma-informed and compassionate harm-reduction approach.

## TASKS AND RESPONSIBILITIES

### Maintenance:

- Follows scheduled maintenance routines and timelines
- Responds to maintenance requests, in order of importance/priority
- Responds to emergency maintenance issues such as unplugging a toilet or turning off water because of a burst pipe.
- Regularly visits common areas such as washrooms, laundromat etc. to inspect and monitor the performance and functionality of equipment, appliances, fixtures etc.
- Makes recommendations for repairs to the manager
- Collects and removes garbage and recyclable materials; ensures safe disposal of hazardous waste.
- Cleans external areas such as entranceways, sidewalks, and parking lots to remove dirt, leaves, snow and other refuse
- Helps monitor the work of contractors and reports back to the manager

### Security:

- To provide a safe and secure environment for the participants and staff at Under One Roof, by regularly visiting internal common areas such as washrooms, laundromat etc. to insure respectful use of the premises and respectful treatment of staff and participants.
- Regularly patrols the exterior of the building for disrespectful use of property, unsafe acts.
- Supporting staff, to follow safety and security protocols.
- To provide First Aid Services as needed.
- Liaison with Police/Emergency Services as necessary.

### Safety

- Follows and champions all safety protocols.
- Can identify and de-escalate imminent dangers.
- Uses interpersonal skills to deescalate threats and reduce violence.
- Records and reports all safety concerns for the manager and the Occupational Health and Safety Committee.
- Is familiar with the basic components and settings for security equipment including locks and doors, and surveillance cameras.

### Administration and Documentation

- Keeps a security log and communicates daily.
- Completes and maintains all records for repairs and maintenance events
- Completes or contributes to incident reports when needed
- Collaborates with management to provide input into policies and procedures related to security, maintenance and safety.

## Other

- May involve operating a vehicle to pick up or move supplies
- May involve some cleaning such as washing floors, fans, air filters, etc.

## QUALIFICATIONS AND EXPERIENCE

- 2 years recent related experience
- High-School diploma
- Security or Building Maintenance courses
- Level 1 First Aid

## Skills and Abilities

- Demonstrated ability to manage/de-escalate conflict.
- Knowledge of Worksafe BC safety regulations and guidelines relevant to building safety and security.
- Remains calm when interacting with residents who may exhibit unusual, disruptive or violent behaviour.
- Maintains empathy, kindness, and a friendly disposition
- Maintains healthy personal and professional boundaries
- Works as a member of a team and contributes to the culture and harm-reduction approach of the Society
- Able to lift 40lbs, physically active role, standing for several hours per shift.
- Possesses basic knowledge about modern building maintenance
- Possesses a variety of skills related to repairs and maintenance- able to perform simple carpentry, electrical, painting, drywalling, mechanical and plumbing repairs
- Demonstrated ability to work independently, prioritize tasks and manage time
- Demonstrated ability to communicate effectively both verbally and in writing.
- Demonstrated ability to work and communicate using a computer – Microsoft, online communication, related apps etc.
- Demonstrated ability to be open-minded and non-judgmental.
- Demonstrated ability to take direction from others.

## **JOB CLASSIFICATION:**

**Grid Level:** 10, starting wage: \$21.63

Union membership required: BCGEU