

Job Description

Summer Job: Operations Assistant

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 Sts, 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 the ways in which we engage and support healing.

For more information visit: squamishhelpinghands.ca

SUMMARY OF POSITION

Under the direction of the Operations and Enterprise Manager, the Operations Coordinator will assist with the coordination and tracking of facility management and repair. They will also help with organizing and monitoring various projects, coordinate with vendors, program participants and volunteers. The Operations Coordinator will work collaboratively with Squamish Helping Hands frontline and management team.

Successful candidates will have the opportunity to learn project management skills, hone collaboration and communication skills, and learn about a trauma-informed approach to supporting individuals who are experiencing homelessness and who use substances or who are at risk of homelessness.

The ideal candidate will be a problem solver and is highly organized, adaptable, able to prioritize tasks, is keen to learn and has the ability to communicate well. As with all positions at Under One Roof, communication with others will be a trauma-informed and compassionate harm-reduction approach.

TASKS AND RESPONSIBILITIES

Facility Management

- Uses the Arcori property management software to capture and track workers for building maintenance and repairs
- Ordering supplies for maintenance
- Supporting the storage system, garden program, inhouse recycling program, clothing donation program
- Coordinating volunteer work parties for building, gardening, and clean up activities

Project Administration:

- Works collaboratively with project team members
- Organize and monitor project plans and schedules
- Coordinate efforts within the U1R team and with outside vendors
- Provides project updates verbally and in writing.
- Completes research, investigates and assesses opportunities
- Demonstrates confidentiality
- Engages with the community.

Other

- May involve operating a vehicle to pick up or move supplies
- May involve some physical activity including lifting, climbing ladders...

QUALIFICATIONS AND EXPERIENCE

- Exceptional communication and interpersonal skills
- An aptitude for problem-solving
- Keen attention to detail
- Able to proactively address potential issues
- Excellent computer skills, including experience with Microsoft Office Suite
- Collaborative working style and team-player attitude
- Positive and encouraging personality
- Able to work independently
- Highly motivated with a strong work ethic
- Reliable, trustworthy, and committed to the team's success
- Outstanding organizational skills and ability to prioritize tasks

Skills and Abilities

- Demonstrated ability to manage/de-escalate conflict.
- Knowledge of Worksafe BC safety regulations and guidelines.
- 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

Project Specific Skills:

- 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
- 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.

This is a 10-week position at 35 hours/week.

To be eligible, applicants must:

- be between 15 and 30 years of age at the start of the employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*; and,
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

JOB CLASSIFICATION:

Grid Level: 6, wage \$19.66

Union membership required: BCGEU

Squamish Helping Hands Society is committed to creating an inclusive, accessible environment where all members of our community feel welcome, valued, respected, and supported. We encourage applications from the diverse communities in which we live and serve, including but not limited to people of colour, Indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity.