

Cornerstone Housing for Women

General Maintenance Worker Job Description

Mission Statement

Cornerstone Housing for women offers emergency shelter and supportive housing for a diversity of women. Our services are offered in an environment which promotes dignity and a sense of hope. We are committed to public education and advocacy and strive to increase safe, affordable housing and to end homelessness.

Service Description

Cornerstone supportive housing communities offer affordable supportive housing for women at risk of homelessness. Residents are provided with permanent housing, basic necessities, and support to work toward their personal goal for sustainable, independent living. The resident-centred approach encourages the strengths and abilities of tenants and assists them to live independently in the community.

Job Summary

The General Maintenance Worker is responsible for providing regular and as needed basic repair and maintenance, and for some cleaning of interior and exterior public areas primarily at the 373 Princeton site. They will additionally provide assistance (and act as backup when needed) to the Building Manager with ad hoc maintenance issues and special projects at other Cornerstone locations.

Reporting Relationship

The General Maintenance Worker is an employee of the Anglican Diocese of Ottawa, will report directly to the Building Manager and actively participate as part of the Cornerstone staff team to ensure the buildings and grounds are maintained to the highest standards possible.

KEY AREAS OF RESPONSIBILITY:

The responsibilities of this position include but are not limited to the following:

Maintenance, Repairs and Cleaning

- Carries out regular inspections of exterior and interior common spaces to identify and address preventative maintenance and repairs
- Carries out regular inspections of resident apartments, together with program staff, to identify health and safety concerns, and to make needed repairs
- Follows a weekly, monthly and annual maintenance plan to include all routine tasks and seasonal maintenance responsibilities, and to ensure easy follow up when absent
- Performs basic maintenance activities including but not limited to basic plumbing, electrical, lighting, routine HVAC maintenance, plastering, painting and other general maintenance or repair work as needed.

- Ensures that the building and property are kept clean; and that public spaces are free of clutter and obstacles to easy movement
- Ensures bi-weekly collection of recycling and garbage is completed and placed for pick up per the City of Ottawa collection schedule and requirements
- Ensures seasonal activities (grass cutting, yard work, snow and ice clearance etc.) are completed in a timely manner
- Ensures safe storage and maintenance of equipment and tools; provides training to all users
- In cooperation with Program Managers and other program staff, engages and supports volunteers, residents and staff as appropriate
- Ensures pest prevention and timely treatment when required
- Prepares vacant units for occupancy, using check list of activities
- Assists the Building Manager with ad hoc maintenance issues or special projects at any Cornerstone location
- Acts as back up to the Building Manager as required and directed.
- Performs other related duties as required.
- Contacts external technicians as directed by the Building Manager

Health and Safety

- Maintains health and safety of tenants, volunteers and employees (including themselves) as a top priority
- Follows all organizational Health and Safety policies and Ministry of Labour regulations in all circumstances.

Administrative

- Makes use of an approved “Maintenance Request” system to address maintenance issues and other related concerns
- Prepares reports of activity as required by Building Manager
- Ensures that adequate maintenance, cleaning supplies, equipment and tools are available and in good working order
- Completes computerized bi-weekly timesheet accurately and as required

Tenant and Community Relations

- Collaborates with Building Manager, Program Managers, Case Managers and Support Workers to address tenant concerns
- Provides appropriate notice to tenants when requiring entry into apartments and private spaces
- Maintains a professional and non-judgmental approach with tenants
- Makes efforts to find practical solutions to challenges faced by tenants with mobility limitations
- Makes efforts to build positive reciprocal relationships with neighbours

Other

- Provides assistance and advice regarding maintenance and cleaning issues to other Cornerstone facilities from time to time as requested
- Attends all trainings and meetings as required

Skills and Abilities Required

- Basic knowledge of cleaning and maintenance procedures in a multi-unit residential or commercial building.
- Ability to read, interpret and comply with WHMIS 2015 regulations, Safety Data Sheets and other policies and legislation relevant to the position.
- Ability to understand and follow fire safety systems and plans
- Skill to carry out basic maintenance activities (including plumbing, electrical, routine HVAC maintenance, plastering and painting),
- Ability to perform the physical requirements of the job including:
 - Lifting up to 30 lbs on a regular basis
 - Push/pull carts weighing up to 200 lbs
 - Gripping/pinching small items or other objects with moderate force
 - Climbing one to two flights of stairs frequently throughout the day.
 - Climbing ladders
 - Operating machinery (walk behind and ride-on mower, snow blower, floor cleaners etc.)
 - Standing and exerting well-paced mobility for up to 8 hours
 - Bending, stooping, squatting and stretching to fulfill tasks frequently throughout the day
 - Withstanding noise and vibration of machinery (with appropriate PPE)
 - Withstanding heat and cold temperatures (with appropriate PPE)
- Recognizes signs and symptoms of conditions affecting personal Health and Safety.
- Ability to work effectively with people with special needs resulting from poverty, mental illness, addictions, trauma, abuse and discrimination.
- Ability to follow instructions and respond to requests for cleaning and maintenance services.
- Ability to work independently and cooperatively with other staff members and external teams.
- Good oral and written communication skills
- Excellent problem solving and time management abilities

Personal Suitability

- Affinity for working with tenants living with the effects of poverty, mental illness, addictions, physical disabilities, abuse and trauma (previous experience an asset)
- Friendly, positive and professional demeanor especially when under adverse conditions.
- Flexibility to work on off-hours from time to time or to be available in case of emergency

- Demonstrated commitment to continuing education and updating of job knowledge, especially with respect to building codes, mechanical systems, property standards and supporting the Princeton residents
- Willingness to learn on the job and embrace new challenges
- Commitment to the Health and Safety of Self and others
- Reliable, Punctual and committed to excellence

Minimum Qualifications

- Community college diploma in property management, general trades, other related fields, or equivalent an asset
- At least one year's experience in a property management or building maintenance position in a multi-unit residential or commercial environment.
- Training in cleaning and maintenance procedures.
- Basic computer literacy (Microsoft Word, Excel and Outlook email)
- Ability to provide satisfactory Police Records Check for the Vulnerable sector per Diocese Policy
- Ministry of Labour required trainings an asset and is mandatory upon hire
 - Health and Safety for Workers in 4 steps
 - WHMIS 2015 certificate
 - Accessibility for Ontarians with Disabilities certificate
 - Standard Level First Aid with CPR&AED training
- Bilingualism (English/French) an asset.
- Use of a vehicle is an asset