



### **Job Description: Assistant Manager (Union Excluded)**

The **Assistant Manager** is responsible for assisting the managers with the day-to-day operations as they relate to the daily operations of Community Builders Group Housing Sites.

**Reports to:** Directors

**Number of Vacancies:** 3

#### **Functions & Responsibilities:**

- Participate in the development, implementation and evaluation of all corporate strategic goals and objectives as a member of the leadership team.
- Provide reports as necessary and ensure quality/risk management activities are developed, implemented and adhered to
- Learn and understand Community Builders' values and philosophy of support, empowerment, inclusion and openness for staff and residents.
- Understand low barrier housing, how it affects compliance with city standards, etc. and the balance between
- Providing coverage for the site coordinator in their absence whenever required.
- Help build support staff and site coordinator as needed to assist with any resident conflict or concerns, as well as support intakes and case management plans.
- Collaborate with the manager, senior manager and community and health partners. Flagging various concerns related to staff performance and bringing this information to the attention of the site manager
- Work with building coordinators to ensure buildings are in compliance with COV, VFD and Community Builders standards at all times, and provide relevant feedback to staff. Communicate with 311 (COV), the maintenance team and the Property Manager for an emergency or any outstanding issues.
- Support Manager to oversee staff and coordinate adherence to policy and process. Ensure all checklists, relevant documents, and sign-ins and outs are completed daily by staff. Weekly support coordinator to assess vacant rooms with Coordinators and supervise processes alongside Property Management for turnover over, as well as ensuring the coordinator uses relevant systems for rent tracking, intakes and maintenance requests processed
- Provide feedback regarding any needed information on work performance and standards to the Property Manager for the maintenance team.
- Daily/Weekly site tours to assess building standards and compliance, help coordinate weekly dump runs with Coordinators.
- Assist with vacation coverage for sites and programs as required.
- Rotating on call with other managers.

#### ***On-Call Emergencies***

- Serve as the primary point of contact for after-hours emergencies across Community Builders' portfolio.
- Coordinate and lead response efforts during critical incidents, such as fires, floods, and deaths.

- Collaborate with emergency services, first responders, and relevant authorities to ensure swift and efficient resolution.
- Maintain availability during evenings, weekends, and holidays to respond to emergency situations promptly.
- Communicate effectively with on-site staff, property management teams, and external partners during emergencies.
- Provide timely and accurate reports on incident details, response actions, and resolution status.
- Coordinate emergency resources, including contractors, cleanup services, and other external support, as needed.
- Ensure resources are deployed efficiently and effectively to mitigate emergency situations.
- Maintain detailed documentation of emergency response activities and outcomes.
- Ensure compliance with safety regulations and protocols in collaboration with relevant authorities.
- Provide guidance and support to on-site staff regarding emergencies and response protocols.

### **Education and Experience**

- A bachelor's degree in a relevant health discipline from a recognized post-secondary institution is preferred, OR an equivalent combination of education, training and experience, current First Aid and CPR certification.
- Significant Experience in managing multiple priorities, projects and deadlines.
- Significant Experience in the use of systems and tools for searching and managing information.
- Sound Experience in managing human resources.
- Minimum 1-2 years in a supervisory capacity.

### **Abilities**

- Ability to independently analyze and interpret policies and make recommendations on feasible solutions.
- Ability to persuade and influence others.
- Strong understanding of emergency response protocols, including fire safety, flood mitigation, and crisis management.
- Excellent communication and interpersonal skills, with the ability to lead and coordinate responses in high-stress situations.
- Ability to independently plan, organize, manage and control a high volume of activities.
- Ability to communicate effectively orally and in writing.
- Ability to supervise the work of others.
- Ability to exercise independent judgment and discretion within policy guidelines.

### **Leadership Competencies**

- Create Vision and Strategy
- Mobilize People
- Uphold Integrity and Respect
- Collaboration with Partners and Stakeholders
- Achieve Results