



On-Call Manager (Union Excluded)

Job Summary

The On-Call Manager provides after-hours operational coverage across Community Builders sites. This role is responsible for emergency response, site coordination, resident support, and operational continuity during assigned shifts. The position is 100% on-site, with varied site coverage determined weekly.

Schedule: Friday 3 pm- 12:00 am
Saturday – Sunday 12 pm – 10 pm
Monday 3 pm – 1 am (On Stat holidays the working hours will be between 10 am – 7 pm)
Hours may change based on operational needs

Position Type: Permanent Full Time

Reports To: Senior Leaders

Salary: \$68,000 - \$83,000/ year

Functions & Responsibilities

On-Call Emergencies

- Serve as the primary point of contact for after-hours emergencies across the portfolio. Additional calls may include incidents such as fire, flood, or death. The On-Call Manager is expected to respond promptly to these calls and attend sites in person as required to assess and resolve issues.
- Coordinate and lead response efforts during critical incidents, including fires, floods, deaths, and medical emergencies.
- Liaise with emergency services, first responders, contractors, and relevant authorities.
- Maintain availability during evenings, weekends, and holidays according to assigned schedule.
- Communicate clearly with on-site staff, property management teams, and external partners.
- Coordinate emergency resources such as cleanup services and contractors.
- Ensure emergency actions align with established safety procedures and protocols.
- Complete timely and accurate incident documentation and reports.

Camera Reviews

- Conduct weekly surveillance camera reviews every Monday.
- Monitor for unusual, suspicious, or irregular activity.
- Document and report observed incidents or concerns to appropriate personnel.



Resident Intake & Program Coordination

- Interview potential residents and review information from BCH Coordinated Access.
- Assess resident suitability for the housing program.
- Inform residents of program policies and procedures.
- Make referrals to external programs or services as appropriate.
- Support room turnover and resident intake processes.
- Maintain building occupancy and liaise with the Ministry regarding rent and occupancy matters.

On-Shift Staff Coordination

- Provide on-shift direction to on-site staff to support safe and effective operations.
- Communicate operational needs such as additional cleaning or site-related tasks.
- Observe and report building condition issues or policy concerns to management.
- Escalate significant concerns to the appropriate management contact.

Resident Support & Advocacy

- Support residents through guidance, referrals, and coordination with service providers.
- Assist with case planning in collaboration with case managers and healthcare providers.
- Maintain resident records as required.
- Advocate for residents in accessing financial assistance, community resources, and medical or professional services.
- Conduct wellness checks for residents not recently seen.

Crisis Intervention & Community Liaison

- Provide crisis intervention for resident disputes, behavioral concerns, or medical situations.
- Act as a point of contact with community agencies and service providers during on-call hours.
- Encourage positive community engagement and cooperation within the program.

Building Maintenance, Safety & Compliance

- Conduct regular building rounds during each shift.
- Ensure common areas and hallways remain free of health and safety hazards.
- Complete monthly room checks and document deficiencies, pest issues, clutter, or safety concerns.



- Ensure the safety binder is current (banned lists, staff meeting minutes, etc.).
- Be present during City of Vancouver and Fire inspections when scheduled.
- Support inspection preparation and site compliance under direction of the Property Manager.
- Forward inspection notices or violations to management.

Administrative & Supplies Coordination

- Participate in case planning with Home Support Workers as required.
- Order supplies for meal programs, building operations, and cleaning on a weekly basis.
- Maintain inventory records and support efficient storage practices.

Education, Training & Experience:

- A minimum of one (1) year of post-secondary education with a certificate in mental health & addictions and a minimum of one (1) year of experience in a similar setting.
- One (1) year of experience working with people with mental illness or those at risk of homelessness.
- Certificates in Narcan Training, First Aid, Trauma, and NVCI.
- Criminal record check.

Qualifications:

- 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.
- Knowledge of local emergency services, authorities, and regulations.
- Availability for on-call responsibilities during evenings, weekends, and holidays.
- Ability to work independently and make critical decisions under pressure.
- Ability to work independently with minimal supervision.