



Niagara Ina Grafton Gage Village (NIGGV) 413 Linwell Road St. Catharines, Ontario L2M 7Y2
www.niggv.on.ca

DATE: March 28, 2023
JOB TITLE: Coordinator – Environmental Services
STATUS: Permanent / Full-time (Non-Union)
SCHEDULE: Day Shifts

Organization Background:

Niagara Ina Grafton Gage Village (the “Village”) is a not-for-profit charitable organization that has been providing housing and services to seniors for over 60 years. The organization encompasses two sites; the main location in the City of St Catharines has been operating since 1959 and the newer facility, Stone Road Village in the Town of Niagara-on-the Lake, has been in operation since 2012. Combined, these two sites provide housing to more than 500 seniors. At the Village, seniors live in either rental, rent-geared-to-income apartments, life lease bungalows or apartments, bedsitter rooms, or long-term care (nursing home). At Stone Road Village, life lease apartments are available for active seniors. The Village is one of the largest providers of services for seniors in Ontario.

Role Objective:

Under the direction of the Manager, Environmental Services the Environmental Services Coordinator will oversee and assist with the day-to-day operations of the department in the areas of General Maintenance and Housekeeping in order to ensure our facilities are always kept to a high standard. Such duties and responsibilities will be conducted in accordance with the policies and procedures of Niagara Ina Grafton Gage Village and in a manner that respects the rights and dignity of the staff and clients.

Key Responsibilities:

- Reporting to the Manager Environmental Services (ES), the Environmental Services Coordinator will:
- Oversee the day-to-day tenant maintenance requests and ensure they are being completed and documented.
 - Ensure compliance is met with all applicable legislation. This includes regular inspections, evaluation, and appropriate documentation records of the physical condition of equipment and the facility, including our second location in Niagara-On-The-Lake.
 - Co-ordinate and participate in appropriate training and orientation for new employees,
 - Co-ordinate and participate with contactors and onsite preventative maintenance and emergency maintenance repairs.
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- Develop and maintain effective relationships with residents to determine individual needs, resolve issues or concerns, and evaluate satisfaction.
- Assist with Village function set ups and clean ups when required (including moving chairs and tables)
- Assist Manager, Environmental Services with oversight on unit turnovers. Complete inspections to ensure units are in good repair, are completed in a strict timeframe, and in the best interest of NIGGV and new tenant standards.
- Maintain monthly statistical information such as Key Performance Indicators (KPI) and Quality Performance (QP) for the department.
- Assist Manager, Environmental Services with keeping stock of maintenance supplies, paint supplies and housekeeping supplies, so adequate supplies are always readily available.
- Communicate with staff, residents and clients to convey information in a professional, courteous and knowledgeable manner.
- Minimize liabilities to NIGGV by reporting unsafe or inappropriate situations that require actions to be taken to ensure the safety of everyone in the Organization.
- Adhere to all policies and procedures pertaining to the operation of the Environmental Services Department in regard to infection control; health and safety; emergency response; and confidentiality.
- Work in a safe manner by promptly reporting accidents/illness, seeking out first aid when necessary, and reporting all unsafe or unhealthy conditions.
- Perform essential duties of Environmental Services Manager for vacation coverage.
- Perform additional duties as required.

Qualifications:

- Certification from a program in general maintenance is an asset.
- Two to three years of experience as a maintenance worker in building construction, maintenance, and housekeeping areas.
- Two years of supervisory or lead hand experience.
- Intermediate computer skills, experience with Microsoft Office suite, including Excel and Word;
- Valid Driver's License.
- Experience in Fire Safety, Daily, Weekly, and Monthly checks
- Generator Operation and Maintenance, including Swimming Pool Maintenance.
- Ability to show initiative, innovation, the ability to work independently.
- Team player with strong leadership, team building skills and possess well-developed customer service skills.
- Regular attendance is required.

Please note that successful applicants will require a current Police Reference Check suitable for working with the vulnerable sector prior to commencing employment. It is required that all new hires are to be fully vaccinated against Covid-19 as a condition of employment with Niagara Ina Grafton Gage Village.

To Apply:

Interested candidates should forward their cover letter and resume when applying for this position.

Niagara Ina Grafton Gage Village is committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Our leadership team is responsible for working with applicants requesting accommodation at any stage of the hiring process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.
