

Position Title: Housekeeper

Reports To: Director of Client Service and Operations

Location: Niagara Falls ON

Position Type: 35 Hours per Week (Full Time)

Compensation: \$19.77 – starting wage

Application Deadline: May 23rd, 2025

About the Role

Are you passionate about creating a safe, clean, and supportive environment for women and children fleeing violence? Our domestic violence shelter is looking for a dedicated **Housekeeper** to join our team. This role is essential in maintaining a welcoming, healthy space where survivors can begin their journey toward safety and healing. The Housekeeper will work in coordination with the existing co-work, collaborating as a team.

Reporting to the Director of Client Service and Operations, the Housekeeper ensures that the shelter's physical space is well-maintained, safe, and stocked with the supplies needed for daily living. This includes cleaning, purchasing, minor repairs, and supporting health and safety standards across the shelter.

Key Responsibilities

Maintaining a Safe & Clean Environment

- Clean and maintain office spaces, common areas, bathrooms, laundry facilities, and resident bedrooms.
- Prepare discharged resident rooms: change linens, remove trash, and launder towels and bedding.
- Keep entranceways clear and clean; manage garbage and recycling schedules.
- Conduct light maintenance and repairs, and arrange repairs as needed.
- Obtain quotes for repairs and facilitate vendor work when required.

Managing Supplies & Donations

- Administer the repair and maintenance, grocery, and janitorial and cleaning budgets as per program budget guidelines.
- Purchase groceries and household goods using the agency vehicle.
- Maintain organized storage of donations, food supplies, linens, paper supplies, and cleaning products.
- Track and replenish inventory of essential supplies.

Supporting Staff & Residents

- Guide residents in daily shelter chores and hygiene practices.
- Keep a detailed maintenance log, including inspections, repairs, and service contacts.

Fire, Health & Safety

- Conduct weekly/monthly/yearly health and safety checks and fire drills.
- Ensure compliance with public health standards and keep logs for inspections.

- Liaise with fire and security system vendors and assist in staff safety training.
- Member of the Joint Health and Safety Committee

Teamwork & Agency Support

- Collaborate respectfully with staff, volunteers, and residents.
- Uphold agency policies, confidentiality, and trauma-informed practices.
- Supervise volunteers assisting with housekeeping duties.

Qualifications

- Knowledge of basic maintenance, cleaning, and repair techniques.
- Experience with tools and equipment like drills, vacuums, and laundry machines.
- Valid driver's license with a clean driving record (required for agency van use).
- Police Vulnerable Sector Check
- WHMIS certification (or willingness to obtain).
- Strong communication and organizational skills to effectively obtain price quotes, assist residents and staff, work with volunteers, public health officials, agency goods and services suppliers and donors.
- Ability to lift, bend, and use ladders as part of daily tasks.
- Experience working in residential or shelter environments (an asset).
- Self-motivated, reliable, and respectful of confidentiality.

Working Conditions

- Some flexibility required: occasional evenings; one weekend day per week.
- Exposure to cleaning products and use of basic tools and ladders.
- There is the potential risk of an abuser being on the property.

Why Join Us?

You'll be part of a compassionate, mission-driven team committed to supporting survivors of domestic violence. Your work directly contributes to making the shelter a clean, welcoming refuge for women and children in need.

To apply: email your resume and cover letter to Sherry Petrychanko at sherryp@birchway.ca no later than Friday, May 23rd, 2025, at 5pm.

At Birchway Niagara, we strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates.

Birchway Niagara is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.