



Job description

Home Coordinator – Q^walayu House

Working relationships

Reports to: Q^walayu House Home Manager

Board committee(s): N/A

Collaborates with: Family Programs & Impact team

Position summary

Q^walayu House Home Coordinators are responsible for providing an inclusive and welcoming environment for families accessing the house. Staff will ensure the overall effective hosting and running of the house. Responsibilities include all aspects of housecleaning, laundry, reception and hosting, volunteer co-ordination, and some guest registration. As the public face of Children's Health Foundation at Q^walayu House, staff will be expected to model the values, and vision of the Children's Health Foundation.

Primary responsibilities

- Greet and warmly welcome visitors to Q^walayu House
- Support the booking and registration of families accessing Q^walayu House as needed
- Provide guest orientation for families to ensure everyone is aware of Q^walayu House policies
- Ensure adherence to policies, regulations, and house rules
- Answer guest questions and provide access to information and additional services available in the community
- General housekeeping daily and room housekeeping tasks upon guest checkout including sweeping, vacuuming, kitchen cleaning, laundry, bed making etc
- Work with volunteers to bring in additional programs that enhance the experience for families at Q^walayu House
- Adhere to safety and emergency procedures

Core competencies

- Communication (*Clear verbal & written communication/Effective listening*)
- Interpersonal skills (*Social sensitivity/Approachability/Building and maintaining relationships*)
- Teamwork (*Sharing information freely/Asking for help/Flexibility to pitch in*)
- Open-mindedness (*Open to others' ways of approaching situations/Works with shared agendas*)
- Accountability (*Follows through on responsibilities and commitments/Reliable and dependent*)
- Confidentiality (*Maintains details appropriately/Shares sensitive information with appropriate parties*)

- Creative thinking (*Sees opportunities for new ways of working/Brings a fresh perspective and identifies unorthodox approaches to situations*)

Required skills and experience

- Values aligned with the mission of Children’s Health Foundation
- Ability to represent Q’walyu House and Children’s Health Foundation with a polished, positive, and professional demeanor and attitude at all times
- Organized and self-motivated, ability to work independently and as a supportive team member
- Enjoy managing multiple priorities
- Respectful and non-judgmental; caring and compassionate with an understanding of boundaries
- Excellent communications skills, including active listening, with a variety of stake holders (e.g., families, medical community, volunteers, potential donors, and community programs)
- Demonstrate cultural competency, humility, and safety with an understanding of truth and reconciliation

Qualifications and education

- Experience working with families with varying degrees of vulnerability.
- Experience with front line reception or customer service
- Experience with light housekeeping
- First aid is an asset

Working conditions

- Working alone
- Lifting up-to 30lbs
- Shifts include overnights, days, evenings, and weekends
- Proof of full Covid 19 vaccination