

**Position:** Operational Assistant  
**Reporting to:** Manager of Residential Services  
**Posting Date:** March 7, 2019  
**Start Date:** As soon as possible  
**Hours of Work:** 30 hours per week  
**Salary:** \$18.74 per hour

**Position Summary:**

The Operational Assistant will oversee the functions of the kitchen and food services, as well as coordinate and perform duties related to security, maintenance, and cleaning of the building, property and on-site equipment. The Operational Assistant will interact with clients, staff, volunteers, students, visitors, trades people, and the community. The Operational Assistant will observe safe working practices in carrying out the required duties and ensure safe operating practices are adhered to. The Operational Assistant will demonstrate a commitment to the provision of excellent client services and contribute to a respectful and productive work environment.

Upon request Cornerstone will provide reasonable accommodation for disabilities to support participation of candidates in all aspects of the recruitment process.

**Qualifications:**

- Food preparation experience
- Knowledge of nutrition and all relevant health and safety legislation
- Sensitivity of issues related to family violence
- Ensure that work performance and behavior is compliant with the Ontario Health and Safety Act
- Ability to work outdoors in hot and cold weather conditions
- Excellent computer skills – Microsoft Office
- Excellent interpersonal skills to work with clients and visitors
- Excellent interpersonal team work with co-workers, volunteers and students in a team model
- Excellent written and verbal communication skills
- Excellent problem solving and decision making skills
- Superior organizational skills and self-motivated
- Possess a valid Ontario Driver's license
- Have access to a vehicle
- Basic First Aid and CPR certification
- Ability to be flexible
- High attention to details
- Able to work independently
- Ability to multi-task
- Safe Food Handling Certificate

The Job Description for this position is available on our website at: [www.cornerstonenorthumberland.ca](http://www.cornerstonenorthumberland.ca).

If you are interested in the above position, please express your interest by 4pm on March 21, 2019 via email to Christina Colacicco at: [ccolacicco@cornerstonenorthumberland.ca](mailto:ccolacicco@cornerstonenorthumberland.ca).

Only applicants being considered for an interview will be contacted. No follow up telephone calls or emails please.

## ***Job Description***

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### **OPERATIONAL ASSISTANT**

**Reporting to:** Manager of Residential Services

**Location:** 40 Swayne Street  
Cobourg, Ontario

#### **Purpose of the Position**

The Operational Assistant will oversee the functions of the kitchen and food services, as well as coordinate and perform duties related to security, maintenance, and cleaning of the building, property and on-site equipment. The Operational Assistant will interact with clients, staff, volunteers, students, visitors, trades people, and the community. The Operational Assistant will observe safe working practices in carrying out the required duties and ensure safe operating practices are adhered to. The Operational Assistant will demonstrate a commitment to the provision of excellent client services and contribute to a respectful and productive work environment.

#### **Summary of Duties and Responsibilities**

##### 1. Client Services/Food Services

- Plan menus that meet program guidelines
- Prepare grocery list and ensure inclusion of dietary needs for residents
- Cook and prepare meals
- Maintain food inventories
- Maintain food stock levels and rotation system
- Oversee kitchen chores and duties
- Ensure basic health and safety and safe food handling procedures are followed

##### 2. Performs duties related to cleaning

According to cleaning schedules, procedures, and instructions received:

- All Flooring: sweeping, mopping, vacuuming
- Washes and disinfects: sinks, counters, toilets, cupboards, walls, high traffic areas such as handrails, door handles, light switches
- Dusts or washes surfaces, furniture, equipment, floor registers, fans/vents
- Washes windows (internal + external) and blinds
- Cleans and defrosts refrigerators
- Seasonal cleaning

3. Performs duties related to security

Ensures the building emergency equipment and systems are operational at all times by:

- Arranging for and overseeing the testing of building emergency equipment and systems according to approved schedules, including fire equipment, emergency lighting, etc.
- Initiating and overseeing the timely repair of malfunctioning equipment and systems
- Ensuring internal and external doors have functional locking mechanisms
- Testing and cleaning of CO Detectors
- Testing and changing batteries in smoke detectors
- Responds to internal alarms (intruder, panic) when in the building
- Participate in annual operational review, fire drills, evacuations, internal alarm response and other safety and security practices

4. Performs duties related to building, building equipment, and grounds maintenance

Internal:

- Ensure all equipment is operational by completing and/or arranging servicing as required for furnaces, water heaters, generator, dish sanitizer, air conditioner, heat return vent, washers and dryers, BBQ, vacuums, humidifiers, water filtration systems, etc., and changing applicable filters following the maintenance schedule
- Tests all lighting systems weekly, replacing where necessary minor parts such as tubes, bulbs, fuses, etc., in accordance with safe work practices
- Ensures working order of drainage systems such as sinks, toilets, drains, kitchen grease traps etc., and clear up spillages as required
- Collects and disposes of waste materials and recycling according to procedure or instructions received
- Disposes of large waste materials or hazardous waste by transporting them to the dump or depot as needed
- Assists with the distribution, storing and assembly of furniture and equipment

External:

- Maintains the exterior property by landscaping of gardens (weeding and watering) and other grounds maintenance such as collecting and disposing of debris
- Ensures clear and safe pedestrian access to Cornerstone particularly in adverse weather conditions (e.g. clearing snow, leaves, garbage) in a timely manner
- Recommends repairs to pavement, stairs, railings, etc., in a timely manner
- Completes seasonal maintenance tasks such as turning off external taps and removing hoses
- Ensures good working order of eaves troughs and downspouts

5. Performs duties related to building and grounds supplies and equipment
  - Recommends the type and amount of building and grounds, maintenance, and cleaning supplies and equipment needed
  - Ensures that an adequate and accessible amount of supplies are stored in a safe, orderly and tidy manner
  - Maintain inventory lists of supplies such as toilet paper, paper towel, garbage bags and cleaning equipment/supplies
  - Ensures hazardous materials are stored and labeled in accordance with the Workplace Hazardous Materials Inventory System (WHMIS)
  - Follows policies, procedures and instructions when initiating and preparing Purchase Requisitions for building and grounds maintenance equipment and supplies
  
6. Administrative
  - Maintain all relevant program forms and binders electronically and manually
  - Develop and maintain food inventory lists and co-ordinate food purchasing system
  - Maintains the maintenance schedule of equipment and repairs, and relevant forms and binders electronically and in hard copy
  
7. Performs other duties within the scope of this position
  - Complete light maintenance/repairs, plumbing, carpentry and electrical duties as required with as little disruption as possible to delivery of programs and services
  - Complete painting through the building as required
  - To run errands as required
  - To perform other duties as assigned
  
8. Coordinates Services of External Contractors
  - Oversees the work and participates in the selection of electrical, plumbing, heating and cooling, carpentry, waste removal, snow removal, sanding, paving, painting, locksmith, cleaning and landscape contractors
  - Requests evidence from external contractors that their workers are covered by the Workplace Safety and Insurance Board
  - Demonstrates flexibility when external contractor work must be done outside of regular working hours
  - Exercises knowledge and judgement appropriately when deciding if work will be done by self or an external contractor
  
9. Has incidental access to confidential information

Maintains strict confidentiality in all duties at all times.
  
10. Provides orientation to staff, volunteers, and students

Provides orientation as scheduled.
  
11. Other
  - Comply with all health and safety policies and procedures
  - Assist/support co-workers within a team model
  - Perform other duties as assigned

### **Effort To Meet These Responsibilities**

- That diplomacy and tactfulness be used at all times
- That sound judgment is utilized in dealing with residential clients
- That there is physical exertion for lifting boxes, kitchen equipment with light to medium weight
- Access to a reliable vehicle
- That financial information is accurate
- That schedules/deadlines are met as needed
- That emergency/crisis situations are managed with clear and concise decisions
- That there is adaptability to changes in work space
- Occasional extended hours
- Occasional travel may be required
- The use of office machines/equipment including a variety of computer programs
- That good time management skills are used to be effective in these responsibilities performed in a very busy, diverse and highly interruptive environment
- That all responsibilities be performed in keeping with the philosophical framework set out in the Mission Statement of Cornerstone Family Violence Prevention Centre
- Ensure that work performance and behavior is compliant with the Ontario Health & Safety Act

### **Working Conditions**

The clients and the nature of Cornerstone programs presents exposure to:

- Infectious diseases
- Verbally and physically aggressive/abusive behaviour from clients
- Possible threat from resident partners
- Industrial strength compounds, solvents, fluids that require adherence to safety measures to prevent illness/injury
- Weather conditions

The physical nature of Cornerstone provides:

- Extremely busy, sometimes noisy environment
- Shared office space
- Shared program space
- Limited personal space
- Noise

Must be capable of:

- Lifting and carrying items weighing up to 50 lbs
- Bending, stretching, kneeling, climbing ladders, and working with arms above head
- Driving a vehicle

## **Skills and Knowledge Required**

- Food preparation experience
- Knowledge of nutrition and all relevant health and safety legislation
- Sensitivity of issues related to family violence
- Ensure that work performance and behavior is compliant with the Ontario Health and Safety Act
- Ability to work outdoors in hot and cold weather conditions
- Excellent computer skills – Microsoft Office
- Excellent interpersonal skills to work with clients and visitors
- Excellent interpersonal team work with co-workers, volunteers and students in a team model
- Excellent written and verbal communication skills
- Excellent problem solving and decision making skills
- Superior organizational skills and self-motivated
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