

Internal/External Posting

Relief Float Staff

OUR MISSION: Providing excellence in support, housing, education and community, we work together to restore hope and a future to those overcoming the challenges before them.

The Cridge Centre for the Family strives to be an exceptional employer by providing our staff with support, flexibility, and a workplace that makes a positive difference in our community. Our benefit package is outstanding, and the work environment is positive and supportive. We commit to thorough on-boarding, which includes substantial orientation, complete training, and support as you integrate into our team.

Under the direction of the Manager of the Senior Centre, this relief position provides support across a variety of duties, including overnight and daytime housekeeping of resident suites and public areas, serving lunch and dinner in the dining room, and evening recreation shifts involving resident activities and basic kitchen preparation. All shifts are responsible for responding to residents' emergency pendants. While serving and housekeeping shifts are expected to be in the highest demand, applicants must be willing and able to work a variety of shifts, including overnight shifts. The successful candidate will be dependable, personable, professionally presented, and committed to providing compassionate, respectful, and high-quality service to seniors.

Title: Server

Department: Seniors

Wage: \$23.04-\$27.11 + 10.6% in lieu of benefits

Grid: 3-9

Status: Casual/Relief

Closing Date: Until Filled

Start Date: To be negotiated

Location: 1307 Hillside Ave, Victoria

Education:

- Grade ten education.

Experience and Qualifications:

- One year serving experience in high volume facilities, not including convenience or fast food.
- Criminal Record Check clearance.
- Current First Aid (updated every 3 years)
- Current Food Safe Certificate (updated every 5 years) (can be obtained immediately following employment offered, but must be complete before shifts commence)

- Experience serving in a formal dining setting (excluding counter service or fast food) is an asset.
- Janitorial or housekeeping experience is an asset.
- Experience leading and facilitating activities for individuals with varying abilities is an asset.
- Experience working with seniors is an asset.

Skills and Abilities:

A suitable candidate will:

- Contribute to providing a safe and stable environment for all residents.
- Maintaining excellent Foodsafe standards in all handling and service of meals, dishware and while cleaning.
- Respond calmly and professionally to any resident or building emergency or crisis according to established policies and guidelines.
- Report any unusual or serious incidents.
- Provide services and care sensitive to individuals' ethnic, spiritual and life-experiences.
- Have a proven ability to be reliable and punctual and will follow appearance guidelines.
- Be a positive, upbeat personality and offer pleasant, polite and professional service at all times with residents and staff.

KEY JOB FUNCTIONS & RESPONSIBILITIES

Overnight Housekeeping

- Clean and disinfect common areas, including floors, carpets, windows, doors, furniture, bathrooms, and kitchens, using appropriate cleaning methods and products.
- Assist with laundry processes and dishwashing as required.
- Maintain a consistently high standard of cleanliness throughout the Centre.
- Monitor the Centre's security and personal alert systems using the portable alert system.

Serving

- Provide pleasant, polite, and professional service to residents and staff.
- Present menu options, answer questions, take and relay orders, and serve meals and beverages.
- Maintain dining room including washing dishes, resetting tables, vacuuming and other duties according to a task list
- Minor meal preparation and transporting meal trays to residents as required.
- Assist with special events as needed.
- Handle and store food safely in accordance with FoodSafe guidelines.
- Work efficiently while maintaining a high standard of service and cleanliness.

Housekeeping

- Clean and disinfect common areas and resident suites, including making beds, cleaning floors, carpets, windows, doors, furniture, bathrooms, and kitchens.
- Assist with dishwashing and other housekeeping duties as required.
- Contribute to maintaining a safe, clean, and welcoming environment for residents.
- Provide respectful, professional, and courteous service to residents and staff.

Kitchen & Recreation

- Assist with basic kitchen preparation, including vegetable preparation.
- Lead and facilitate social and recreational activities appropriate to residents' abilities and interests.
- Observe and report significant changes in residents' behavior or concerns to the Manager or Assistant Manager.
- Report any mechanical, structural, or electrical concerns to the Manager promptly.
- Serve meals or support food servers and transport meal trays to residents as required.
- Maintain confidentiality, professionalism, and integrity when working with residents, staff, and the public.

All Duties

- Prioritize the safety and well-being of all residents.
- Respond to emergencies in accordance with established policies and procedures.
- Complete required documentation accurately and on time, including daily logs and incident reports.
- Provide services that are respectful and sensitive to each individual's unique background, experiences, and needs.
- Follow established appearance and dress guidelines.
- Perform other related duties as required.

Equal Opportunity Employer Statement

The Cridge Centre for The Family Seniors' Centre is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard for race, color, religion, gender, or national origin. ***Please kindly note that this position requires union membership.***

How to Apply

Please apply with resume and cover letter to Tina Rogalinski at trogalinski@cridge.org