

Position descriptions numbering method

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POSITION DESCRIPTION:

Position Title:	Chief Administrative Officer	Position No.:	100
		Approval Date:	Jan. 25, 2000
Department:	Administration	Revision	05.11.2011 10.01.2015 01.20.2020

Position Summary:

The Chief Administrative Officer (CAO) is appointed by and is responsible to the Board of Directors of Westwinds Communities (Westwinds).

The CAO is responsible for the successful leadership and management of the organization according to the strategic direction set by the Board of Directors.

Typical Duties and Responsibilities:

The Chief Administrative Officer performs the following working independently or with employees:

1. Leadership
 - 1.1. Participate with the Board of Directors in developing a vision and strategic plan to guide the organization.
 - 1.2. Identify, assess, and inform the Board of Directors of internal and external issues that affect the organization.
 - 1.3. Act as a professional advisor to the Board of Directors on all aspects of the organization's activities. Attends all meetings of the Board of Directors, and in an ex-officio capacity, meetings of Board Committees as assigned.
 - 1.4. Creates a positive culture in the organization.
2. Operational Planning and Management
 - 2.1. Develop a business plan which incorporates goals and objectives that work towards the strategic direction of the organization.
 - 2.2. Ensure that the operation of the organization meets the expectations of its clients, Board and Stakeholders.
 - 2.3. Oversee the efficient and effective day-to-day operation of the organization including uniform methods of administration and operation.
 - 2.4. Prepare, review and implement organizational policies and procedures.
 - 2.5. Ensure adherence to all relevant legislation. Acts as the Freedom of Information and Protection of Privacy legislation head for Westwinds.
 - 2.6. Provide support to the Board by preparing meeting agenda and supporting materials and conducting official correspondence as appropriate.
3. Program Planning and Management
 - 3.1. Oversee the planning, implementation and evaluation of the organization's housing programs and services.
 - 3.2. Ensure that housing programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board.

- 3.3. Monitor the day-to-day delivery of the housing programs and services of the organization to maintain or improve quality.
- 3.4. Oversee the planning, implementation, execution and evaluation of special projects.
4. Human Resources Planning and Management
 - 4.1. Determine staffing requirements for senior management and administrative support.
 - 4.2. Oversee the implementation of the human resources policies, procedures and practices including the development of job description for all employees.
 - 4.3. Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations.
 - 4.4. Recruit, interview and select senior management and administrative staff that have the right technical and personal abilities to help further the organization's mission.
 - 4.5. Oversee performance management process for direct reports including monitoring the performance of staff on an on-going basis and conducting annual performance reviews.
 - 4.6. Recommend employee remuneration and compensation budget annually to the Board.
 - 4.7. Supervise, orientate, coach and mentor staff as appropriate to improve performance.
 - 4.8. Discipline and if necessary; release staff when necessary using appropriate and legally defensible procedures.
5. Financial Planning and Management
 - 5.1. Provide leadership to senior management and the Board (Finance Committee) to prepare a comprehensive budget.
 - 5.2. Work with the Board to secure adequate funding for the operation of the organization.
 - 5.3. Approve expenditures within the authority delegated by the Board.
 - 5.4. Ensure that sound accounting practices and procedures are followed.
 - 5.5. Provide the Board with comprehensive, regular reports on the revenues and expenditure of the organization.
6. Customer Services and Community Relations
 - 6.1. Maintain strong public relations including enhancing the organization's community profile.
 - 6.2. Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization.
 - 6.3. Establish good working relationships and collaborative arrangements with community groups, politicians, and other organizations to help achieve the goals of the organization.
7. Risk Management
 - 7.1. Identify and evaluate the risks to the organization's people (clients, staff, management, and volunteers), property, finances, goodwill, and image and implement measures to control risks.

Delegation of Duties and Responsibilities:

1. It is understood that in the execution of duties and responsibilities and unless otherwise so directed by the Board of Directors, it is necessary for the Chief Administrative Officer while retaining overall control and accountability, to logically delegate correlating authority, duties and responsibilities to other senior personnel from within Westwinds to ensure the overall safe and efficient operation of Westwinds as a whole.

Education and Experience:

1. Hold a degree in Business, Commerce or Health Administration at the Baccalaureate level or greater obtained from a recognized university or have acquired equivalent academic and/or experience status.
2. Have a minimum of 5 years multi-facility management experience at a senior administration level within a Publicly Funded Housing Management Body, Long Term Care or similar setting.
3. Be a proven effective and confident Leader.
4. Have gained extensive administrative experience with Seniors Supportive Living, Seniors Independent Living, Family and Affordable Housing Programs and other industry related programs as offered within the Province of Alberta.
5. Have acquired the necessary knowledge and understanding of all related Provincial Acts, Regulations, Operating Standards and other Guidelines.
6. Have knowledge and understanding of Not for Profit Board Governance Practices.
7. Have demonstrated public relations ability.
8. Possess proficiency in communicating orally and in writing (English).
9. Have proven financial planning and management skills.
10. Be adept in labor relations, human resource management and team building.
11. Possess understanding and compassion for those individuals and families needing housing assistance including the frail and elderly and have knowledge of the aging process.
12. Strong computer literacy.
13. In good health.
14. Possess and maintain a valid Alberta Operator's License (Driver's License).

Position Relationships:

1. Representing Westwinds will have frequent contact at a professional and non-professional level with staff, clients, community groups, the general public and representatives from local and provincial governments.
2. Will have frequent contact with other Housing Management Bodies, Housing Operators, Partner Municipalities and Provincial Ministries including but not restricted to: Alberta Seniors and Housing, Alberta Health Services and, Alberta Infrastructure.
3. On occasion will have contact with press/news media as representative of Westwinds.
4. As directed and/or approved by the Board of Directors, will attend numerous meetings as representative of Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. The majority of job time, will be spent within the corporate office, however there will be occasions requiring the CAO to work at other locations operated by Westwinds.
2. Flexibility and the ability to respond to a variety of changing duties and work routines, on occasion working under somewhat stressful situations.
3. Normally works within a temperature controlled and well ventilated environment.
4. Must have own vehicle, as travel is required.

Hours of Work:

1. Generally Monday – Friday, 8:30 a.m. – 4:30 p.m., overtime and after hours work may be required.

Supervision:

1. Exercised: Through the process of logical delegation, assigns the responsibility for direct supervision of staff and supervisory positions to other management personnel from within Westwinds. Maintains overall manpower management authority.
2. Direct: Program Managers, Controller, Human Resource Generalist, Maintenance Manager Administrative Assistant and others as may be deemed necessary/appropriate from time to time.
3. Received: From the Board of Directors as a whole through the Chairperson or in the absence of the Chairperson from the Vice Chairperson of the Board.

POSITION DESCRIPTION:

Position Title:	Controller	Position No.:	110
		Approval Date:	Sept. 3, 2000
Department:	Administration	Revision	09.01.2014
			09.01.2015
			01.28.2010
			01.20.2020

Position Summary:

The Controller is responsible for overseeing the finance, payroll and IT functions for Westwinds Communities (Westwinds). The position oversees all aspects of efficient and accurate financial reporting, financial statement preparation and sound internal controls including process improvements.

Reporting to the Chief Administrative Officer (CAO), the Controller works closely with the Board of Directors, stakeholders and the management team in administering three business entities in addition to supervising an administration team.

Typical Duties and Responsibilities:

1. Management of the finance function and overseeing the finance team including but not limited to:
 - 1.1. Timely accurate production of statutory and internal financial reports (monthly financial statements, variance analysis, cashflow monitoring, forecasting, grant reporting), internal and external stakeholder reporting and budgets;
 - 1.2. Oversee efficient, accurate and timely accounting processes and financial ledgers including cash management, accounts receivable, EFT runs, payroll, accounts payable, bank reconciliation, journal entries and purchase orders;
 - 1.3. Hire, supervise, monitor and performance manage the finance team ensuring a strong and cohesive work environment;
 - 1.4. Preparation of year-end audit working papers along with coordination of audit, preparation of draft financial statements, including consolidated and annual returns and charitable returns;
 - 1.5. Financial modeling and analysis as required; and
 - 1.6. Oversee the management of the payroll.
2. Provide a strong level of customer service from the administrative team to our clients, department managers, employees, auditors, Board of Directors and Finance Committee to ensure the smooth operation of all financial related aspects.
3. Ensure adequate and appropriate internal controls, policies and procedures are in place that protects the assets of Westwinds.
4. Ensuring financial statutory and regulatory compliance to ensure appropriate standards of legislation and accounting are followed by the organization.
5. Monitor, support and enhance administrative practices including but not limited to annual client income verification, applicant processing, wait listing, rent supplement program administration and community resource liaison;

6. Provide timely and accurate reporting to the Board of Directors and Finance Committee. Act as the administrative resource to the Finance Committee including preparing agendas, meeting items and minutes.
7. Ensure the appropriate administration of Westwinds' information technology plan including sufficient resource allocation.
8. Complete an annual insurance review and update.
9. Promotes and actively participate in Westwinds' Health and Safety program.
10. Other duties as assigned.

Education and Experience:

1. A minimum of five years multiple entity accounting experience, preferably in the not-for-profit sector; with at least three years in a supervisory capacity;
2. Experience using a mid to large sized accounting system;
3. Resilient customer focus and strong communication skills;
4. Excellent analytical and financial skills;
5. Ability to motivate, develop and manage a team efficiently to work with other staff;
6. Strong attention to detail, in addition to excellent organizational and time management skills with the ability to prioritize and solve problems in an environment of continuous change;
7. Strong initiative and problem solving skills;
8. Familiarity administering an organization's information technology plan and allocating appropriate resources;
9. Advanced knowledge of Microsoft Office products;
10. Exhibits excellent professional ethics;
11. A current CPA (CA, CGA, or CMA) designation; and
12. Hospitality or property management industry experience is desirable.

Position Relationships:

1. Will have contact with all communities of the organization (supportive living, independent living and family housing), the Board of Directors, stakeholders and to a lesser degree the general public, clients and their families.
2. Will provide support in the absence of the CAO.
3. Will be required to attend assigned meetings within and/or outside the corporate office.

Working Environment, Special Skills and Physical Demands of Position:

1. Normally works within a temperature controlled and well ventilated environment.
2. Flexibility and the ability to respond to a variety of changing work routines, occasionally working under restrictive timelines.

Hours of Work:

1. Monday to Friday 8:00 am – 4:00 p.m. overtime and after hours work may be required.

Supervision:

Received: CAO

Given: Corporate Administration personnel (3 positions).

POSITION DESCRIPTION:

Position Title:	Maintenance Manager	Position No.:	120
		Approval Date:	Jan. 25, 2000
Department:	Administration	Revision	06.01.2011
			12.01.2015
			09.01.2015
			01.20.2020

Position Summary:

The Maintenance Manager is responsible for the oversight of Westwinds Communities' (Westwinds) building life safety systems, preventative maintenance program and capital development of Westwinds facilities.

The Maintenance Manager ensures ongoing program evaluation and appropriate budget allocation including code compliance for the building plant operations.

Reporting to the Chief Administrative Officer (CAO) the Maintenance Manager ensures strong customer service of the department and is responsible to oversee and supervise all maintenance personnel.

Typical Duties and Responsibilities:

1. Life Safety & Preventative Maintenance
 - 1.1. Within approved guidelines is responsible for the development of operating and capital budget of maintenance and all communities pertaining to building life safety systems, preventative maintenance program and capital development of all communities in consultation with Program Managers. Ensures the department operates within the approved budget.
 - 1.2. Develops Westwinds capital program including asset replacement and rehabilitation; and long and short-term departmental goals and objectives and participates in the development of the corporate business plan.
 - 1.3. When required, performs skilled, semi-skilled and other plant operation and maintenance routines and functions.
2. Quality Assurance
 - 2.1. Monitors repair work, projects, equipment, work orders, daily maintenance and supplies for the purpose of ensuring the jobs are completed efficiently, specifications are within regulatory requirements and inspection reports and payment authorizations are accurate.
 - 2.2. Inspects and monitors all aspects of new construction.
 - 2.3. In compliance with corporate policies, standards, specifications and purchasing practices, is responsible for initiating the procurement of plant operations and maintenance; supplies equipment and contracted services and for ensuing security of supplies and other assets inclusive of keeping accurate inventory records.
 - 2.4. In consultation with managers, maintenance team and others, monitors supplier and contractor performance and product evaluations.
 - 2.5. As legislated and as otherwise required/requested by Westwinds, is responsible for keeping accurate records, preparing reports and other related departmental documents.

3. Human Resources
 - 3.1. Assigns maintenance personnel to the communities and conducts regular employee performance evaluations.
 - 3.2. Recruitment, performance management, professional development, leadership and guidance to maintenance personnel.
 - 3.3. Maintains strong safe work practices.
4. Acts as a liaison with the Board of Directors Strategic Planning Committee.
5. Performs other duties as assigned.

Education and Experience:

1. A valid Journeyman certificate (Alberta), project management or related degree/diploma/certificate supported by a Building Operator's Certificate supplemented by a minimum seven years related experience within a similar setting with supervisory experience.
2. Familiarity with and understanding of related Provincial and local codes, regulations, standards, etc.
3. A superior customer service practice and philosophy.
4. Proven leadership and supervisory skills with a focus on team building and human resource practices/labour relations.
5. Excellent communication skills – both oral and written are necessary.
6. Must have a comprehensive understanding of: heating/ventilation principles; power plant operations; building support systems inclusive of; mechanical, refrigeration, air conditioning, plumbing, electrical and other support systems.
7. Excellent organizational and time management skills and the ability to multi-task and work in dynamic environment;
8. Demonstrated competency in problem solving and resolutions management.
9. Strong interpersonal skills with a demonstrated ability to relate to divergent audiences including staff, Board of Directors, clients and their families, trades, contractors and the public.
10. A comprehensive understanding of institutional fire and safety regulations and procedures.
11. A good understanding of financial management and budgets.
12. Be able to develop, interpret and implement policies and procedures.
13. Must be functionally computer literate.
14. Possess and maintain a valid Alberta Operators License with access to a dependable vehicle.
15. Be in good health and able to walk extended distances.
16. Experience in workplace health and safety program management would be an asset.

Position Relationships:

1. Will have frequent contact with all levels of Westwinds management, employees, Corporate administration, consultants, contractors, trades, clients, client families, and the general public.
2. Will have some contact with the Board of Directors, peers and agencies, Housing Advisors and other staff representing different Provincial Ministries; and Media and press (in accordance with Westwinds policy and practice or otherwise on the approval of the Chief Administrative Officer).

3. Will be required to attend assigned committee meetings held within and outside Westwinds.
4. When required will cover short term absences of the CAO.

Working Environment, Special Skills and Physical Demands of the Position:

1. The majority of job time, will be spent within the communities of employment, however there will be occasions requiring the manager to work at other locations operated by Westwinds.
2. Driving, standing and walking with heavy lifting required.
3. Flexibility and the ability to respond to a variety of changing duties and work routines, on occasion working under somewhat stressful situations.
4. Normally works within a temperature controlled and well ventilated environment.
5. Must have own vehicle, as travel is required.

Hours of Work:

1. Generally Monday – Friday, 7:45 a.m. – 4:00 p.m., overtime and after hours work may be required.

Supervision:

Received:	Direct:	Chief Administrative Officer
	Indirect:	-
Given:	Direct:	Maintenance Supervisors and Maintenance Workers
	Indirect:	All Supportive Living Employees and Supervisory positions

POSITION DESCRIPTION:

Position Title:	Program Manager	Position No.:	130
		Approval Date:	Jan. 25, 2000
Department:	Community Administration	Revision	06.01.2012
			09.01.2015
			01.20.2020

Position Summary:

The Program Manager is responsible for the day to day oversight, quality service, regulatory compliance and cost effective operation of the Communities Supportive Living, Independent Living and Family and Affordable housing programs and services in the designated service area.

Reporting to the Chief Administrative Officer (CAO) the Program Manager ensures strong customer service of all departments and is responsible to oversee and supervise all community personnel.

Typical Duties and Responsibilities:

1. Community Management
 - 1.1. Within the communities is accountable and responsible for the efficient operation of all aspects of the communities' including compliance with Provincial Standards and regulations; and Westwinds policies, procedures, guidelines and rules.
 - 1.2. Annually develops long and short term goals and objectives for the Communities and will participate in the development of a corporate business plan.
 - 1.3. Responsible for the review, development and implementation of the Communities specific procedures.
 - 1.4. Actively participates in the budgetary process by submitting an annual operating and capital budget requests and ensures the Communities operate within the approved budget.
2. Program Development
 - 2.1. Is accountable for ensuring the development, implementation and ongoing review of programs and services that meet the needs of the clients and comply with the Mission, Purpose and Values of Westwinds.
 - 2.2. Ensures strong communication at the Communities through regular meetings with clients (individually or in a group), employees, community outreach, health services and other groups as needed. Promotes an open and transparent relationship and timely and accountable communication with these parties.
 - 2.3. Oversee the client selection process for all applicable programs within the Communities.
3. Human Resources
 - 3.1. Promotes a Team Concept within the Communities. The Program Manager will ensure the recruitment, professional development, leadership, guidance, regular performance management and recognition of qualified, competent and caring personnel.
 - 3.2. Ensures implementation of the Health and Safety program and promotes workplace safety and wellness. Maintains strong safe work practices.

4. Quality Assurance
 - 4.1. Monitors communities services, projects, daily tasks, equipment and supplies for the purpose of ensuring the jobs are completed efficiently, specifications are within regulatory requirements and inspection reports and payment authorizations are accurate.
 - 4.2. In compliance with Westwinds policy, initiates procurement and safe handling/storage of supplies and services required by the Communities including maintaining adequate inventory supply and records.
 - 4.3. As legislated and as otherwise required/requested by Westwinds, is responsible for keeping accurate records, preparing reports and other related departmental documents.
5. Performs other duties as assigned.

Education and Experience:

1. Three to five years facility management and or related skills and knowledge are required including extensive knowledge of property and hospitality management complimented with a degree, diploma or certification in business, hospitality, human services or a related field. A combination of experience and education will be considered.
2. A superior customer service practice and philosophy.
3. Proven leadership and supervisory skills with a focus on team building and human resource practices/labour relations.
4. Excellent organizational and time management skills and the ability to multi-task and work in dynamic environment;
5. Demonstrated competency in problem solving and resolutions management.
6. Strong interpersonal skills with a demonstrated ability to relate to divergent audiences including staff, Board of Directors, clients and their families, outreach service providers, community groups and the public.
7. Excellent communication skills – both oral and written are necessary.
8. Working knowledge of seniors and disadvantaged populations and a passion for working with this population;
9. A good understanding of financial management and budgets.
10. Be able to develop, interpret and implement policies and procedures.
11. Must be functionally computer literate.
12. Possess and maintain a valid Alberta Operators License with access to a dependable vehicle.
13. Be in good health and able to walk extended distances.
14. Experience in workplace health and safety program management would be an asset.

Position Relationships:

1. Will have frequent contact with all levels of Westwinds management, employees, Corporate Administration, volunteers, clients, client families, outreach service providers, community groups and the general public; and with outside contractors and other businesses providing service within the communities.
2. Will have some contact with the Board of Directors, agencies, Housing Advisors and other staff representing different Provincial Ministries; and Media (in accordance with policy).
3. Will be required to attend assigned committee meetings held within and outside Westwinds.
4. When required will cover short term absences of other Westwinds Program Managers.

Working Environment, Special Skills and Physical Demands of the Position:

1. The majority of job time, will be spent within the communities of employment, however there will be occasions requiring the manager to work at other locations operated by Westwinds.
2. Flexibility and the ability to respond to a variety of changing duties and work routines, on occasion working under somewhat stressful situations.
3. Normally works within a temperature controlled and well ventilated environment.
4. Must have own vehicle, as travel is required.

Hours of Work:

1. Generally Monday – Friday, 7:45 a.m. – 4:00 p.m., overtime and after hours work may be required.

Supervision:

Received:	Direct:	Chief Administrative Officer
	Indirect:	-
Given:	Direct:	Community specific Supportive Living Employees
	Indirect:	Corporate Administration Employees, Maintenance Supervisors and Maintenance Workers

POSITION DESCRIPTION:

Position Title:	Assistant Program Manager	Position No.:	150
		Approval Date:	July 1, 2017
Department:	Community Administration	Revision	01.20.2020

Position Summary:

The Assistant Program Manager is responsible to support the day to day oversight, quality service, regulatory compliance and cost effective operation of the Communities Supportive Living. The Assistant Program Managers will also provide relief coverage in the absence of the Program Manager.

Reporting to the Program Manager, the Assistant Program Manager ensures strong customer service of all departments and is responsible to assist in overseeing and supervising all community personnel.

Typical Duties and Responsibilities:

1. Community Management
 - 1.1. Within the communities is accountable and responsible for the efficient operation of all aspects of the communities' including compliance with Provincial Standards and regulations; and Westwinds policies, procedures, guidelines and rules.
 - 1.2. Annually provides proposed goals and objectives for the Communities.
 - 1.3. Responsible for the review, development and implementation of the Communities specific procedures.
 - 1.4. Makes recommendations on the annual operating and capital budget submissions requests and supports the Communities operating within approved budgets.
2. Program Development
 - 2.1. Maintaining programs and services that meet the needs of the clients and comply with the Mission, Purpose and Values of Westwinds.
 - 2.2. Ensures strong communication at the Communities through regular meetings with clients (individually or in a group), employees, health services and other groups as needed. Promotes an open and transparent relationship and timely and accountable communication with these parties.
 - 2.3. Participates in the client selection process for all applicable programs within the Communities.
3. Human Resources
 - 3.1. Promotes a Team Concept within the Communities. The Assistant Program Manager will support the recruitment, professional development, leadership, guidance, regular performance management and recognition of qualified, competent and caring personnel.
 - 3.2. Ensures implementation of the Health and Safety program and promotes workplace safety and wellness. Maintains strong safe work practices.

4. Quality Assurance
 - 4.1. Monitors communities services, projects, daily tasks, equipment and supplies for the purpose of ensuring the jobs are completed efficiently, specifications are within regulatory requirements and inspection reports and payment authorizations are accurate.
 - 4.2. In compliance with Westwinds policy, initiates procurement and safe handling/storage of supplies and services required by the Communities including maintaining adequate inventory supply and records.
 - 4.3. As legislated and as otherwise required/requested by Westwinds, is responsible for maintaining accurate records, preparing reports and other related departmental documents.
5. Performs other duties as assigned.

Education and Experience:

1. One to Three years facility management and or related skills and knowledge are required including extensive knowledge of property and hospitality management complimented with a degree, diploma or certification in business, hospitality, human services or a related field. A combination of experience and education will be considered.
2. A superior customer service practice and philosophy.
3. Proven supervisory skills with a focus on team building and human resource practices/labour relations.
4. Excellent organizational and time management skills and the ability to multi-task and work in dynamic environment;
5. Demonstrated competency in problem solving and resolutions management.
6. Strong interpersonal skills with a demonstrated ability to relate to divergent audiences including staff, clients and their families, outreach service providers, community groups and the public.
7. Strong communication skills – both oral and written are necessary.
8. Working knowledge of seniors and disadvantaged populations and a passion for working with this population;
9. A good understanding of financial management and budgets.
10. Be able to interpret and implement policies and procedures.
11. Must be functionally computer literate.
12. Possess and maintain a valid Alberta Operators License with access to a dependable vehicle.
13. Be in good health and able to walk extended distances.
14. Experience in workplace health and safety program management would be an asset.

Position Relationships:

1. Will have frequent contact with all levels of Westwinds employees, Corporate Administration, volunteers, clients, client families, outreach service providers and the general public; and with outside contractors and other businesses providing service within the communities.
2. Will have some contact with the Board of Directors, Westwinds Management, agencies, Housing Advisors and other staff representing different Provincial Ministries; community service providers, and Media (in accordance with policy).
3. Will be required to attend assigned committee meetings held within and outside Westwinds.
4. When required will cover short term absences of other Westwinds Program Managers.

Working Environment, Special Skills and Physical Demands of the Position:

1. The majority of job time, will be spent within the communities of employment, however there will be occasions requiring the manager to work at other locations operated by Westwinds.
2. Flexibility and the ability to respond to a variety of changing duties and work routines, on occasion working under somewhat stressful situations.
3. Normally works within a temperature controlled and well ventilated environment.
4. Must have own vehicle, as travel is required.

Hours of Work:

1. Generally Monday – Friday, 9:00 a.m. – 5:15 p.m., overtime and after hours work may be required.

Supervision:

Received:	Direct:	Program Manager
	Indirect:	Chief Administrative Officer
Given:	Direct:	Community specific Supportive Living Employees
	Indirect:	Maintenance Workers

POSITION DESCRIPTION:

Position Title:	General Accountant	Position No.:	210
		Approval Date:	06.08.2005
Department:	Administration	Revision	03.08.2010
			02.26.2016
			03.01.2020

Position Summary:

The General Accountant, working within a team environment, is responsible for maintaining the general ledgers of Westwinds Communities (Westwinds) business units including reconciliation. Reporting to the Controller, the General Accountant also oversees the payroll function for Westwinds.

Typical Duties and Responsibilities:

1. Finance
 - 1.1. Maintain Westwinds general ledgers, verify and process all transactions.
 - 1.2. Prepare monthly bank reconciliations for all entities.
 - 1.3. Coordinate inter-company transfers including documentation for approval.
 - 1.4. Monitors and ensures cashflow for operations.
 - 1.5. Reconcile credit cards.
 - 1.6. Provides Accounts Receivable and Accounts Payable backup in the absence of the Administration Coordinator.
2. Payroll
 - 2.1. Maintain all payroll records including set up, adjustments and archival. Compiles and enters all required payroll/human resource data. Verify and process Westwinds bi-weekly payroll, ensuring the accurate completion.
 - 2.2. Preparation, and filing of required Canada Revenue Agency and non-government payroll benefits returns and remittances.
 - 2.3. Respond on a timely manner to all payroll and human resource inquiries. Supports employees with payroll processing.
 - 2.4. Generates internal payroll reports for management.
 - 2.5. Preparation, distribution and filing of annual employee income tax (T4) forms, etc.
 - 2.6. Maintain current working knowledge of provincial labor standards and inform Manager of such applicable changes/revisions.
 - 2.7. Participates in the assessment and quality assurance of human resource and payroll policies and procedures.
 - 2.8. Maintains confidential payroll records.
3. General
 - 3.1. Promotes and actively participate in Westwinds' Health and Safety program.
 - 3.2. Performs other duties as assigned.

Education and Experience:

1. Preference for a diploma in accounting supplemented with payroll level one certification. A minimum of three years general accounting and payroll experience in a medium sized organization. A combination of education and experience would also be considered.

2. Strong working knowledge of accounting programs. Proficient use of MS Office products and ADP payroll system.
3. Good customer service focused philosophy with a demonstrated ability to effectively manage customer relations and maintain confidentiality.
4. Possess a sound understanding of Alberta Employment Standards.
5. Strong communication skills (English) – both oral and written are necessary.
6. Must have a flexible, willing and positive attitude.
7. Excellent organizational and time management skills with the ability to prioritize tasks are essential.
8. Ability to work with minimal supervision and routine interruptions.
9. In good health and physically fit.

Position Relationships:

1. Will have frequent contact with employees, Westwinds Management, general public and the Board of Directors.
2. Works closely with the Controller, Program Managers and corporate office employees.
3. May be required to attend committee meetings, in-services, conferences, etc. held within and outside of Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated environment office environment. Some walking and moderate lifting (up to 50 lbs.) is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.

Hours of Work:

1. Normally weekdays full-time up to eight hours per day, some after hours' work is required.

Supervision:

Received:	Direct:	Controller
	Indirect:	Chief Administrative Officer
Given:	None	

POSITION DESCRIPTION:

Position Title:	Administrative Coordinator	Position No.:	220
		Approval Date:	01.12.2011
Department:	Administration	Revision	02.25.2016
			01.20.2020

Position Summary:

The Administrative Coordinator, working within a team environment, administers accounts receivable and payable functions for Westwinds Communities (Westwinds). Reporting to the Controller, the Coordinator also provides relevant financial and client administration support to all Communities. The Administrative Coordinator also provides reception support at Westwinds' corporate office.

Typical Duties and Responsibilities:

1. Finance
 - 1.1. Responsible for timely and accurate processing of financial accounts receivable routines, which includes data entry, verifying transactions, generating and distribution of client account statements.
 - 1.2. Generate and reconcile damage deposits, rent and supplementary charges. Tracking of outstanding rents, NSF accounts.
 - 1.3. Maintain all security deposit ledgers including transfer at admission and move out.
 - 1.4. Responsible for timely and accurate processing of financial accounts payable routines, which include data entry, verifying transactions and generating cheques to be presented for signature and mailing.
 - 1.5. Maintains all charitable donations records and receipts.
 - 1.6. Weekly or more frequently as needed completes banking deposits.

2. Client Administration
 - 2.1. Processing of application forms for Supportive Living, Independent Living, Family Housing and Affordable Housing - tracking all data for provincial reporting including point scoring where relevant. Generating waitlist for all approved applications.
 - 2.2. Automatic withdrawal/payment processing for client rent and supplement programs and when required deposit of rents.
 - 2.3. Rental rate calculation and generation of rent sheets for Supportive Living, Independent Living, Affordable Housing and Near Market Housing. Generation and distribution of rental receipts.
 - 2.4. Processing and tracking of annual income verification for all admissions and clients including client notifications.
 - 2.5. Creation and maintenance of up-to-date confidential client files, including lease agreements, inspection sheets, etc.
 - 2.6. Maintain and provide statistical reporting inclusive of but not restricted to occupancy statistics, waiting lists, turnover, client demographics, lodge assistance program, vacancy reports.

3. Administration
 - 3.1. Provides quality customer service at the Corporate Office including greeting prospective clients and employees, clients, employees and contractors, responding to inquiries and providing information, commissioning documents, booking appointments, etc.

- 3.2. Maintains office routines including office supply inventory, distributes internal mail, processes outgoing mail, photocopying, work processing and other clerical duties.
- 3.3. Maintaining of client, applicant, A/R, A/P and vendor files.

4. General

- 4.1. Supports corporate office managers by providing technical assistance.
- 4.2. Promotes and actively participates in Westwinds' Health and Safety program.
- 4.3. Performs other duties as assigned.

Education and Experience:

1. Preference for a certificate in a related discipline (accounting, office management, etc.) or high school grade 12 with related training. A minimum of three years accounts payable and receivable experience in a similar office setting. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy with a demonstrated ability to effectively manage customer relations and maintain confidentiality.
3. Strong communication skills (English) – both oral and written are necessary.
4. Strong computer skills and proficient user of MS Office products and A/R and A/P ledgers.
5. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
6. Strong understanding of office routines and records management.
7. Excellent organizational and time management skills with the ability to prioritize tasks are essential.
8. In good health and physically fit.
9. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Will have frequent contact with prospective clients, clients and their families, Westwinds Management and employees, general public, Board of Directors and contractors.
2. Works closely with the Controller, Managers and corporate office employees.
3. May be required to attend committee meetings, in-services, conferences, etc. held within and outside of Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated environment office environment. Some walking and moderate lifting (up to 50 lbs.) is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.

Hours of Work:

1. Normally weekdays full-time up to eight hours per day, some after hours' work is required.

Supervision:

Received:	Direct:	Controller
	Indirect:	Chief Administrative Officer
Given:	None	

POSITION DESCRIPTION:

Position Title:	Program Coordinator (Limited term position)	Position No.:	230
		Approval Date:	Mar. 8, 2011
Department:	Administration	Revision	01/13/2013, 02/50/2016

Position Summary:

The Program Coordinator is a limited term position working within a team environment, providing administrative support for the maintenance department and the health and safety program. Reporting to the Maintenance Manager, the Coordinator also provides resource coordination for senior clients. The Program Coordinator also assists with operational projects for the Westwinds Communities.

Typical Duties and Responsibilities:

1. Maintenance Support
 - 1.1. Provides accounting invoice coding assistance to the maintenance department.
 - 1.2. Supports maintenance manager by providing project and technical assistance.
2. Client Coordination
 - 2.1. Act as a contact in supporting clients in accessing community services including income supplements;
 - 2.2. Provide information and annual in-services in conjunction with site operations on seniors services (local, provincial and federal);
 - 2.3. Provide community presentations and where appropriate attend community events promoting the Westwinds; and
 - 2.4. Compile statistics on Albertans served and type of services under this program scope.
3. Health and Safety Coordination
 - 3.1. Providing administrative support to the Westwinds Health and Safety Committee including meeting material, quarterly statistical reporting, program supports and audit preparation and arranging training.
4. Operational Support
 - 4.1. Provides quality customer service to applicants and client at the Corporate Office including providing relief coverage in the absence of the Administrative Coordinator.
 - 4.2. Promotes and actively participate in the Westwards' Health and Safety program.
 - 4.3. Performs other duties as assigned.

Education and Experience:

1. Preference for a diploma in a related discipline (social services, business, information technology, etc.) with a minimum of three years related experience. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy.
3. Excellent communication skills (English) – both oral and written are necessary.
4. Strong organizational and time management skills with the ability to prioritize tasks are essential.
5. Ability to work with minimal supervision.

6. Excellent computer skills and proficient use of MS Office products. Basic understanding of accounting programs.
7. Health and safety training including but not limited to WHMIS, first aid, H&S program management.
8. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
9. Have a basic understanding of meeting rules of order, conduct and procedures and the ability to transcribe/record minutes.
10. Good understanding of office routines and records management.
11. In good health and physically fit.
12. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Works closely with the Maintenance Manager, corporate office personnel, CAO, Program Managers and maintenance.
2. Will have frequent contact with prospective clients, clients and contractors in addition to occasional contact with regulatory representatives.
3. May be required to attend committee meetings, in-services, conferences, etc. held within and outside of the Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated office. On the rare occasion may be required to work outside. Some walking and moderate lifting (up to 50 lbs.) is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.
3. Travel required 2-3 times per month.

Hours of Work:

1. Normally one day per week for 7.75 hours. Term duration: February 22 – December 29, 2017.

Supervision:

Received:	Direct:	Maintenance Manager,
	Indirect:	Chief Administrative Officer
Given:	None	

Position Duties:

1. Maintenance
 - 1.1. Generating routine reporting – maintenance inspection forms, other documents, provincial reporting, meeting notes
 - 1.2. Invoice coding
 - 1.3. Purchase orders
 - 1.4. Expense claims
 - 1.5. Maintain equipment inventory
 - 1.6. Filing
 - 1.7. Vendor orders
 - 1.8. Department specific Health and safety
2. Health and Safety
 - 2.1. Meeting agenda and package
 - 2.2. Meeting minutes
 - 2.3. Meeting notices
 - 2.4. H&S NAOSH week support and organization
 - 2.5. Statistical reporting
 - 2.6. Arranging training resources
 - 2.7. Annual audit assistance and communication
 - 2.8. H&S program organizational support
 - 2.9.
3. Resource Coordinator
 - 3.1. 75 minutes per community per month providing client assistance in accessing community, municipal, provincial and federal programs and supports.
 - 3.2. Travel to sites required.
 - 3.3. Respond to telephone inquiries from clients, managers and corporate office for information on government programs and or resources.

POSITION DESCRIPTION:

Position Title:	Program Coordinator - Secondment	Position No.:	230
		Approval Date:	Mar. 8, 2011
Department:	Administration	Revision	01/13/2013, 02/50/2016

Position Summary:

The Program Coordinator working within a team environment, administers the provincial private landlord and the direct to tenant rent supplement programs. Reporting to the Finance and Human Resource Manager, the Coordinator also provides information technology support for Westwinds Communities including coordination of the Yardi implementation.

Typical Duties and Responsibilities:

1. Provide customer service and coordination of the Westwinds Communities' private landlord, direct to tenant rent supplement programs. Including:
 - 1.1. Application assessment for all private landlord and direct to tenant rent supplement programs within established program guidelines;
 - 1.2. Assessing client's suitability for other Westwinds programs including referral and communication to Program Managers;
 - 1.3. Preparation and maintenance of the Rent Shortfall client files and subsidy payments;
 - 1.4. Preparation and maintenance of the Private Landlord subsidy payment;
 - 1.5. Preparation and maintenance of Direct Rent Subsidy client files and subsidy payments;
 - 1.6. Maintenance of client files for the Private Landlord program; and
 - 1.7. Program financial reconciliations and requisitions.

2. The provision of information technology support to the organization including the day to day management. Specific responsibilities include:
 - 2.1. Direct liaison with IT providers including monitoring and program support including maintenance cellphones;
 - 2.2. Regular updating of the Westwinds' web site and social media sites;
 - 2.3. IT procurement and maintenance of inventory; and
 - 2.4. Coordinating and supporting property management software use and on-going implementation.

3. Operational Support
 - 3.1. On occasion provides quality customer service to applicants and client at the Corporate Office including providing relief coverage in the absence of the Administrative Coordinator.
 - 3.2. Promotes and actively participate in the Westwards' Health and Safety program.
 - 3.3. Performs other duties as assigned.

Education and Experience:

1. Preference for a diploma in a related discipline (social services, business, information technology, etc.) with a minimum of three years related experience. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy.
3. Excellent communication skills (English) – both oral and written are necessary.

4. Strong organizational and time management skills with the ability to prioritize tasks are essential.
5. Ability to work with minimal supervision.
6. Acquired knowledge and understanding of Alberta's Social Housing and Rent Supplement Programs.
7. Excellent computer skills and proficient use of MS Office products. Basic understanding of accounting programs.
8. Health and safety training including but not limited to WHMIS, first aid, H&S program management.
9. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
10. Have a basic understanding of meeting rules of order, conduct and procedures and the ability to transcribe/record minutes.
11. Good understanding of office routines and records management.
12. In good health and physically fit.
13. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Works closely with the Finance and HR Manager, Maintenance Manager, corporate office personnel, CAO, Program Managers and maintenance.
2. Will have frequent contact with prospective clients, clients and contractors in addition to occasional contact with regulatory representatives.
3. May be required to attend committee meetings, in-services, conferences, etc. held within and outside of the Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated office. On the rare occasion may be required to work outside. Some walking and moderate lifting (up to 50 lbs.) is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.

Hours of Work:

1. Normally weekdays full-time up to eight hours per day, some after hours' work is required.

Supervision:

Received:	Direct:	Finance and Human Resource Manager
	Indirect:	Chief Administrative Officer
Given:	None	

POSITION DESCRIPTION:

Position Title:	Program Coordinator	Position No.:	230
		Approval Date:	03.08.2011
Department:	Administration	Revision	01.13.2013 02.05.2016 03.01.2020

Position Summary:

The Program Coordinator working within a team environment, administers the provincial private landlord and the direct to tenant rent supplement programs. Reporting to the Controller, the Coordinator also provides information technology support for Westwinds Communities (Westwinds); and administrative support for the health and safety program and maintenance department. The Program Coordinator also assists with operational projects for Westwinds.

Typical Duties and Responsibilities:

1. Provide customer service and coordination of the Westwinds' private landlord, direct to tenant rent supplement and Canada Housing Benefit programs. Including:
 - 1.1. Application assessment for all programs within established program guidelines;
 - 1.2. Assessing client's suitability for other Westwinds programs including referral and communication to Program Managers;
 - 1.3. Preparation and maintenance of the Rent Shortfall client files and subsidy payments;
 - 1.4. Preparation and maintenance of the Private Landlord subsidy payment;
 - 1.5. Preparation and maintenance of Direct Rent Subsidy client files and subsidy payments;
 - 1.6. Maintenance of client files for the Private Landlord program;
 - 1.7. Preparation and maintenance of Canada Housing Benefit; and
 - 1.8. Program financial reconciliations and requisitions.
2. The provision of information technology support to the organization including the day to day management. Specific responsibilities include:
 - 2.1. Oversee functionality and programming of Yardi Voyager system;
 - 2.2. Direct liaison with IT providers including monitoring and program support including maintenance cellphones;
 - 2.3. Regular updating of Westwinds' web site and social media sites;
 - 2.4. IT procurement and maintenance of inventory; and
 - 2.5. Supporting employee computer literacy and recommend training.
3. Client Coordination
 - 3.1. Act as a contact in supporting clients in accessing community services including income supplements;
 - 3.2. Provide information and arrange annual in-services in conjunction with community operations on seniors services (local, provincial and federal);
 - 3.3. Provide community presentations and where appropriate attend community events promoting Westwinds; and
 - 3.4. Compile statistics on Albertans served and type of services under this program scope.

4. Operational Support
 - 4.1. Provides quality customer service to applicants and client at the Corporate Office including providing relief coverage in the absence of the Administrative Coordinator.
 - 4.2. Supports corporate office managers by providing project and technical assistance.
 - 4.3. Promotes and actively participate in the Westwards' Health and Safety program.
 - 4.4. Performs other duties as assigned.

Education and Experience:

1. Preference for a diploma in a related discipline (social services, business, information technology, etc.) with a minimum of three years related experience. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy.
3. Excellent communication skills (English) – both oral and written are necessary.
4. Strong organizational and time management skills with the ability to prioritize tasks are essential.
5. Ability to work with minimal supervision.
6. Acquired knowledge and understanding of Alberta's Housing Act Social Housing Programs.
7. Excellent computer skills and proficient use of Yardi Voyager and MS Office products. Basic understanding of accounting programs.
8. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
9. Good understanding of office routines and records management.
10. In good health and physically fit.
11. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Works closely with the Controller, Managers, corporate office personnel and CAO.
2. Will have frequent contact with prospective clients, clients and contractors in addition to occasional contact with regulatory representatives.
3. May be required to attend committee meetings, in-services, conferences, etc. held within and outside of Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated office. On the rare occasion may be required to work outside. Some walking and moderate lifting (up to 50 lbs.) is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.
3. Must have own vehicle, as travel is required.

Hours of Work:

1. Normally weekdays full-time up to eight hours per day, some after hours' work is required.

Supervision:

Received:	Direct:	Controller
	Indirect:	Chief Administrative Officer
Given:	None	

POSITION DESCRIPTION:

Position Title:	Health and Safety Coordinator	Position No.:	240
		Approval Date:	01.01.2019
Department:	Administration	Revision	01.20.2020

Position Summary:

Reporting to the Maintenance Manager, the Health and Safety Coordinator is responsible for the coordination, implementation, monitoring and organizational oversight of the Health and Safety program for Westwinds Communities (Westwinds).

Typical Duties and Responsibilities:

1. Legislated and Regulatory Compliance
 - 1.1. Develop and enforce occupational Health and Safety policies.
 - 1.2. At least annually, review and ensure that Westwinds Health and Safety program is appropriately updated, and in compliance with the current occupational Health and Safety legislation.
 - 1.3. Act as the administrative liaison for Westwinds Corporate Health and Safety Committee. The Health and Safety Coordinator will provide the Committee orientation, resource support and expertise including recommendations on annual work plans, trend analysis, best practices and topics as directed by the Committee and or CAO.
 - 1.4. Liaise with the community Health and Safety committees providing direction and support in addition to periodic attendance at their meetings.
 - 1.5. Work closely with managers and assist with the implementation of Health and Safety audits recommendations.
 - 1.6. Liaise with and report to Occupational Health and Safety on legislated matters.
2. Safe Workplaces
 - 2.1. The Health and Safety Coordinator will collaborate with managers to monitor compliance, identify safety issues and eliminate hazards.
 - 2.2. On a regular basis, and/ or where required conduct community visits and assess if established Health and Safety best practices are being followed.
 - 2.3. The H&S Coordinator will intervene in unsafe activities or operations.
 - 2.4. Research and develop best practices in safe work and wellness procedures.
 - 2.5. Direct incident investigation. Review all incident and near miss reports including supporting with the investigation of accidents and reported unsafe working conditions, study possible causes and recommend remedial action.
 - 2.6. Coordinate and participate in Health and Safety audits.
3. Training
 - 3.1. Organize and conduct occupational Health and Safety training in a pre-arranged schedule, and where necessary in liaison and consultation with the Continuing Care Safety Association (CCSA).
4. Health, Safety and Wellness Promotion
 - 4.1. Establish and maintain a positive Health and Safety environment and attitude among management and employees.

- 4.2. Develop an annual work plan pre-arranging and organizing health, safety and wellness resources (materials and topics) for meetings at the community level.
 - 4.3. Provide leadership in health, safety and wellness initiatives, not limited but including NAOSH week.
 - 4.4. Provide routine information articles and literature to Westwinds employees to enhance best practices in Health and Safety and workplace wellness.
 - 4.5. Represent Westwinds externally in a Health and Safety capacity.
5. Operational Support
- 5.1. Maintain records of corporate Health and Safety program including developing and analyzing Health and Safety statistical reporting in a user friendly format.
 - 5.2. Update the CAO and management monthly on Health and Safety program compliance, activities and recommendations.
 - 5.3. Participate in on going professional development to enhance Westwinds Health, safety and wellness programs.
 - 5.4. Promotes and actively participate in Westwinds' Health and Safety program.
 - 5.5. Performs other duties as assigned.

Education and Experience:

1. Two to four years previous Health and Safety program coordinator experience or similar preferably in the hospitality, supportive living, property management or care setting. A combination of experience and certification will also be considered.
2. In-depth knowledge of Alberta Occupation Health and Safety and Workers Compensation Board guidelines and practices.
3. Experience in reporting and developing policies.
4. Experience in implementing Occupational Health and Safety and wellness training programs.
5. Excellent communication and advisory skills.
6. Tact and diplomacy, good interpersonal skills and the ability to work as part of a team, or independently.
7. Strong presentation and time management skills.
8. Diligent with an analytical mind.
9. Proficient in MS Word, MS excel and statistical analysis.

Position Relationships:

1. Works closely with the CAO and all Managers.
2. Will have frequent contact with employees and contractors in addition to occasional contact with regulatory representatives.
3. May be required to attend committee meetings, in-services, conferences, etc. held within and outside of Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. The majority of job time, will be spent within the communities of employment, however there will be occasions requiring the coordinator to work at other locations operated by Westwinds.
2. Driving, standing and walking with occasional lifting up to 40 lbs. may be required.
3. Flexibility and the ability to respond to a variety of changing duties and work routines, on occasion working under somewhat stressful situations.
4. Normally works within a temperature controlled and well ventilated environment.
5. Must have own vehicle, as travel is required.

Hours of Work:

1. Generally three days per week eight hour days, 8:30 a.m. – 5:00 p.m., with flexible time provisions to be able to meet with employees working in a twenty-four hour environment.

Supervision:

Received:	Direct:	Maintenance Manager
	Indirect:	Managers, Chief Administrative Officer
Given:	Direct:	-
	Indirect:	All Employees

POSITION DESCRIPTION:

Position Title:	Human Resource Generalist	Position No.:	250
		Approval Date:	01.20.2020
Department:	Administration	Revision	

Position Summary:

Reporting to the Chief Administrative Officer (CAO), the Human Resource Generalist is responsible for supporting Westwinds Communities' (Westwinds) locations with the interpretation of employment laws/organizational policies, recruitment and retention, employee relations, performance management, and training/employee development.

Typical Duties and Responsibilities:

1. Legislated and Regulatory Compliance
 - 1.1. Ensure Westwinds policy compliance with Employment Standards legislation, Human Rights, Occupational Health and Safety (OH&S) and Workers Compensation Act (WCB). Liaise Employment Standards and WCB on legislated matters.
2. Employee Relations
 - 2.1. Promote a workplace culture that aligns with Westwinds guiding principles and supports inclusion;
 - 2.2. Investigate/manage all employee relations matters;
 - 2.3. Act as a resource/advocate to employees & managers in resolving workplace and performance issues;
 - 2.4. Attend staff meetings on a rotating, regular and consistent basis to ensure open communication and identification of feedback for continuous improvement;
 - 2.5. Coordinate, provide clerical tracking, and be the administrative liaison for employee recognition programs (Above & Beyond, Service Awards), annual employee conference and retirements; and
 - 2.6. Coordinate employee newsletters in consultation with the management team.
3. Recruitment and Training
 - 3.1. Organize and implement human resource related training (e.g. Learning Centre) and facilitate some of this training when possible;
 - 3.2. Oversee recruitment process;
 - 3.2.1. Coordinate job postings;
 - 3.2.2. Conduct pre-screening/telephone interviews and forward employee applications to recruiting locations;
 - 3.2.3. Prepare and distribute offer/change letters; and
 - 3.2.4. Responsible for security clearance process for all new hires and volunteers, including follow up when necessary.
 - 3.3. Track and document eligibility for employee benefits, performance review programs, and be a resource for any related questions;
 - 3.4. Schedule/book and prepare materials for orientation and other in-house training seminars; and
 - 3.5. Maintain confidential Human Resources files including assimilation and finalization of new hire documentation/files and administration of terminated files.

4. Performance Management
 - 4.1. Provide guidance to managers and supervisors on performance management;
 - 4.2. Periodically review performance reviews for quality assurance;
 - 4.3. Provide legal framework and support for involuntary terminations;
 - 4.4. Conduct employee exit interviews;
 - 4.5. Data entry and analysis of WCB/Incidents, training and development information for tracking, analysis and trends reporting; and
 - 4.6. Provide leave of absence documentation, including tracking and letters.

5. Operational Support
 - 5.1. Assist with human resource projects and make operational recommendations;
 - 5.2. Produce human resources reports on a monthly basis; make periodic presentations to the Board of Directors and management as required;
 - 5.3. Assist with preparation and data collection for input to the human resource budget and compensation program annually;
 - 5.4. Project manage the Employee Workplace Survey;
 - 5.5. Provide holiday relief payroll administration;
 - 5.6. Participate in and promotes Westwinds Health and Safety Program; and
 - 5.7. Performs other duties as assigned.

Education and Experience:

Technical Competencies:

1. Post-secondary degree in Human Resources, Business Administration or a related discipline is preferred. Three years of directly related HR generalist experience, especially in employee relations, policy interpretation, recruitment/retention and training. A combination of education and experience may be considered.
2. Current CHRP designation preferred.
3. Understanding and working knowledge of Employment Standards, Human Rights Legislation, OH&S and WCB is required.
4. Proven experience in resolving workplace and conflict issues is required.
5. Proficient computer skills in all Microsoft Office products is essential.
6. Experience in managing disability claims an asset.

Personal/Professional Competencies:

1. Demonstrated ability to think strategically and bring new ideas to stream-line or improve work processes.
2. Ability to work independently and prioritize in a fast-paced, dynamic environment is required.
3. Strong problem solving skills in order to engage in joint problem solving activities with employees, managers & senior management.
4. Excellent organizational and presentation skills - output oriented and able to accomplish results within established timelines.
5. Strong interpersonal and customer service skills with a professional approach, proven business acumen is required.
6. Ability to maintain confidential information, exercise sound judgment, and interact comfortably with all levels of the organization is essential.
7. Analytical ability and attention to detail essential.

Position Relationships:

1. Works closely with the CAO, all Managers and Supervisors.
2. Will have frequent contact with employees in addition to occasional contact with regulatory representatives and contractors.
3. May be required to attend committee meetings, in-services, conferences, etc. held within and outside of Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. The majority of job time, will be spent within the Corporate Office, however there will be occasions requiring the coordinator to work at other locations operated by Westwinds.
2. Driving, standing and walking with occasional lifting up to 40 lbs. may be required.
3. Flexibility and the ability to respond to a variety of changing duties and work routines, on occasion working under somewhat stressful situations.
4. Normally works within a temperature controlled and well ventilated environment.
5. Must have own vehicle, as travel is required.

Hours of Work:

1. Generally four days per week 6.25 hour days, 8:30 a.m. – 3:15 p.m., with flexible time provisions to be able to meet with employees working in a twenty-four hour environment.

Supervision:

Received:	Direct:	Chief Administrative Officer
	Indirect:	Managers
Given:	Direct:	-
	Indirect:	All Employees

POSITION DESCRIPTION:

Position Title:	Resident Services Assistant	Position No.:	310
		Approval Date:	Feb. 2, 2007
Department:	Community Administration	Revision	10.19.2015
			3.02.2016
			01.20.2020

Position Summary:

The Resident Services Assistant, working within a team environment, is primarily responsible for the provision of quality customer service, administrative support, safety, monitoring and well-being of the seniors in the Supportive Living Community.

Reporting to the Program Manager, the Resident Services Assistant is also responsible for providing administrative support to Westwinds for the Independent Living, Family Housing and Affordable Housing programs.

Typical Duties and Responsibilities:

1. Administration
 - 1.1. Provides quality customer service at the Community including greeting prospective clients and employees, clients, employees and contractors, responds to inquiries and provides information, commission documents, books appointments, etc. Responds to inquiries on a timely and professional basis; forwards complex situations to the Program Manager.
 - 1.2. Maintains office routines including routine update of records, files and reports; reporting; supply ordering, receipting and inventory of office supplies; mail sorting; maintaining operational records including health and safety information and other clerical duties.
 - 1.3. Responsible for the timely execution of all Community banking, cheque requisitions, rent sheets, invoice coding and other transaction records including verification of those records.

2. Client Services
 - 2.1. Responds to client emergencies in the Supportive Living Community.
 - 2.2. Provides clarification on matters relating to Westwinds client application process; conducts tours, completes tenancy inspections, assisted with applicant evaluations.
 - 2.3. Responds to client and visitor inquiries within policy guidelines and will serve in a client liaison capacity with outreach service providers, such as taxi service, Handibus, podiatrist, eye care, hairdresser, etc. (does not include Alberta Health Services and/or Home Care Support staff).
 - 2.4. Observe precautions required to protect Community and client property, and report damage, theft, and found articles to Program Manager. Reports any unusual/abnormal situation with the Community's infrastructure.
 - 2.5. Maintains accurate documentation of all client related information/observations gathered during the course of the shift. Is accountable for communicating to the oncoming Centre Coordinator, all relevant client staff and building information which is necessary to ensure continuity of client care and well-being and the overall safe and efficient operation of the Community.

3. Operations

- 3.1. May be required to assist with the delivery of Community programs, including food services and recreation. May be required to help serve meals and clean-up following but shall not be required to work within the food production area. Conducts recreation/leisure programs in the absence of the Recreation Coordinator.
- 3.2. Provides relief coverage in the absence of the Program Manager with the support of the Chief Administrative officer and/or other Westwinds management.
- 3.3. Maintains a professional image including maintaining a safe and tidy workspace.
- 3.4. Will attend/participate in job related training including participating in community specific fire drills, other emergency exercises and internal and/or external meetings.
- 3.5. Promotes and actively participate in the Westwards' Health and Safety program.
- 3.6. Other duties as assigned.

Education and Experience:

1. Preference for a certificate in a related discipline (accounting, office management, etc.) or high school grade 12 with related training. A minimum of two years administrative experience in a high traffic customer service setting. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy with a demonstrated ability to effectively manage customer relations and maintain confidentiality.
3. Effective communication skills (English) – both oral and written are necessary.
4. Strong information gathering, problem assessment and solving skills;
5. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
6. Strong computer skills and proficient user of MS Office products.
7. Able to interpret and apply legislation, policies and procedures appropriately;
8. Strong understanding of office routines and records management.
9. Excellent organizational and time management skills with the ability to prioritize tasks are essential.
10. Valid certification in Standard First Aid and WHMIS.
11. In good health and physically fit.
12. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Considerable contact with all the communities of the organization (supportive living, independent and family housing) clients and applicants; client families, employees and visitors to the Community.
2. Limited contact with outside contractors and suppliers.
3. Will be required to attend assigned meetings within and/or outside the Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated environment.
1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Must be familiar with and experienced in working with in a customer service administrative capacity,

3. Flexibility and the ability to respond to a variety of changing duties and work routines, occasionally working under somewhat stressful situations.

Hours of Work:

1. Regular full-time and part-time positions based on 5 to 8 hour shifts.
2. Rotating shift work including days, evenings, nights, weekends and holidays is required.

Supervision:

Received:	Direct:	Program Manager
	Indirect:	-
Given:	Direct:	-
	Indirect:	-

POSITION DESCRIPTION:

Position Title:	Administrative Assistant	Position No.:	315
		Approval Date:	Feb. 3, 2017
Department:	Administration	Revision	01.20.2020

Position Summary:

The Administrative Assistant, working within a team environment, provides administrative support for the Chief Administrative Officer, Board of Directors and corporate office. The Administrative Assistant also provides reception support at Westwinds Communities' (Westwinds) corporate office.

Typical Duties and Responsibilities:

1. Administration
 - 1.1. Responsible for timely and accurate development, distribution, processing of board committee material and minutes.
 - 1.2. Responsible for the provision of administrative support services inclusive of but not restricted to: word processing, data entry, photocopying, faxing, filing, report compilation, data compilation, health and safety documentation, project work, etc.
 - 1.3. Provides quality customer service at the Corporate Office including greeting prospective clients and employees, clients, employees and contractors, responding to inquiries and providing information, commissioning documents, booking appointments, etc.
 - 1.4. Maintains office routines including office supply inventory, distributes internal mail, processes outgoing mail, photocopying, word processing, bank deposits and other clerical duties.
 - 1.5. Plans and coordinates Board and senior management meetings including Westwinds special events including liaising with contractors, colleagues and community departments.
2. General
 - 2.1. May support corporate office managers by providing technical assistance.
 - 2.2. Promotes and actively participates in Westwinds' Health and Safety program.
 - 2.3. Performs other duties as assigned.

Education and Experience:

1. Preference for a certificate in a related discipline (office administration, etc.) or high school grade 12 with related training. A minimum of two years administrative experience in a similar office setting. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy with a demonstrated ability to effectively manage customer relations and maintain confidentiality.
3. Strong communication skills (English) – both oral and written are necessary.
4. Excellent computer skills and proficient user of MS Office products specifically MS Outlook, MS Word and MS Powerpoint. Proficiency in the use of MS Excel.
5. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
6. Strong understanding of office routines and records management.
7. Excellent organizational and time management skills with the ability to prioritize tasks are essential.

8. In good health and physically fit.
9. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Will have frequent contact with prospective clients, clients and their families, Westwinds Management and employees, general public, Board of Directors and contractors.
2. Works closely with the Chief Administrative Officer, Board of Directors, Managers and corporate office employees.
3. Will be required to attend committee meetings, in-services, conferences, etc. held within and outside of Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated environment office environment. Some walking and moderate lifting (up to 50 lbs.) is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.

Hours of Work:

1. Normally five days per week generally six hours per day. After hours evening work is required for Board meetings.

Supervision:

Received:	Direct:	Chief Administrative Officer
	Indirect:	
Given:	None	

POSITION DESCRIPTION:

Position Title:	Receptionist	Position No.:	317
		Approval Date:	May 25, 2017
Department:	Administration	Revision	01.20.2020

Position Summary:

The Receptionist, working within a team environment, provides reception and administrative support to the supportive living community.

Typical Duties and Responsibilities:

1. Administration
 - 1.1. Provides quality customer service at the Community including greeting prospective clients and employees, clients, employees and contractors, responds to inquiries and provides information, commission documents, books appointments, etc. Responds to inquiries on a timely and professional basis; forwards complex situations to the Program Manager.
 - 1.2. Maintains office routines including routine update of records, files and reports; reporting; supply ordering, receipting and inventory of office supplies; mail sorting; maintaining operational records including health and safety information and other clerical duties.
 - 1.3. Provides meeting and committee support for the community.
2. Client Services
 - 2.1. Responds to client emergencies in the Supportive Living Community.
 - 2.2. Provides clarification on matters relating to Westwinds client application process; conducts tours.
 - 2.3. Responds to client and visitor inquiries within policy guidelines and will serve in a client liaison capacity with outreach service providers, such as taxi service, Handibus, podiatrist, eye care, hairdresser, etc. (does not include Alberta Health Services and/or Home Care Support staff).
 - 2.4. Observe precautions required to protect Community and client property, and report damage, theft, and found articles to Program Manager. Reports any unusual/abnormal situation with the Community's infrastructure.
 - 2.5. Maintains accurate documentation of all client related information/observations gathered during the course of the shift. Is accountable for communicating to the oncoming Centre Coordinator, all relevant client staff and building information which is necessary to ensure continuity of client care and well-being and the overall safe and efficient operation of the Community.
3. Operations
 - 3.1. May be required to assist with the delivery of Community programs, including food services and recreation. May be required to help serve meals and clean-up following but shall not be required to work within the food production area. Conducts recreation/leisure programs in the absence of the Recreation Coordinator.
 - 3.2. Maintains a professional image including maintaining a safe and tidy workspace.
 - 3.3. Will attend/participate in job related training including participating in community specific fire drills, other emergency exercises and internal and/or external meetings.
 - 3.4. Promotes and actively participate in the Westwards' Health and Safety program.
 - 3.5. Other duties as assigned.

Education and Experience:

1. Preference for a minimum of two years reception experience in a high traffic customer service setting supplemented with customer service and computer training. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy with a demonstrated ability to effectively manage customer relations and maintain confidentiality.
3. Effective communication skills (English) – both oral and written are necessary.
4. Strong information gathering, problem assessment and solving skills;
5. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
6. Good computer skills and proficient user of MS Office products.
7. Able apply legislation policies and procedures appropriately;
8. Strong understanding of office routines and records management.
9. Excellent organizational and time management skills with the ability to prioritize tasks are essential.
10. Valid certification in Standard First Aid and WHMIS.
11. In good health and physically fit.
12. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Contact with supportive living and limited independent communities of the organization clients and applicants; client families, employees and visitors to the Community.
2. Limited contact with outside contractors and suppliers.
3. Will be required to attend assigned meetings within and/or outside the Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated environment.
1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Must be familiar with and experienced in working with in a customer service administrative capacity,
3. Flexibility and the ability to respond to a variety of changing duties and work routines, occasionally working under somewhat stressful situations.

Hours of Work:

1. Regular full-time and part-time positions based on 5 to 8 hour shifts.
2. Rotating shift work including days, evenings, nights, weekends and holidays is required.

Supervision:

Received: Direct: Assistant Program Manager
 Indirect: Program Manager

POSITION DESCRIPTION:

Position Title:	Centre Coordinator	Position No.:	320
		Approval Date:	Sept. 2, 2000
Department:	Community Administration	Revision	03.04.2014
			09.01.2015
			02.26.2016
			03.17.2019
			01.20.2020

Position Summary:

The Centre Coordinator, working within a team environment, is primarily responsible for the provision of quality customer service, safety, security and well-being of the seniors in addition to building security. The Centre Coordinator also acts as the primary customer service representative and assumes the responsibility for ensuring the continued safe/secure operation of the Communities' client support and well-being.

Reporting to the Program Manager, the Centre Coordinator is also responsible for providing support to Westwinds Communities (Westwinds) for the Affordable (Independent Living, Family Housing) and Near Market Housing programs outside of business hours.

Will be required to perform some assigned housekeeping/food service duties and will assist with the provision of Community specific recreational/leisure activities.

Typical Duties and Responsibilities:

1. Responsible for ensuring the safe/secure and functional operation of all aspects of the Community. Will ensure during shift transitions that all relevant communication is shared with Program Manager or designate.
2. Acts as a Westwinds ambassador providing consistent, respectful, quality service to all clients of Westwinds, visitors, families, contractors and fellow employees.
3. Following appropriate protocol and according to established routines, conducts regular rounds of the communities' to ensure the well-being and comfort of the clients, responding as appropriate to any circumstances of noncompliance and/or urgent/emergent situations.
4. Following appropriate protocol and according to established routines, conducts routine rounds, observing the community's grounds and infrastructure, and documents and/or otherwise responds as appropriate to any unusual/abnormal situation.
5. Maintains accurate documentation of all client related information/observations gathered during the course of the shift. Is fully accountable for communicating to the oncoming Centre Coordinator and/or Program Manager, all relevant client, staff and building information which is necessary to ensure continuity of client care and well-being and the overall safe and efficient operation of the Community.
6. Required to perform some general housekeeping, food services and other required routines.
7. Observe precautions required to protect Community and client property, and report damage, theft, and found articles to Program Manager.
8. Participates in the review and development of communities' specific procedures and work routines.
9. Will attend/participate in job related training including participating in community specific fire drills, other emergency exercises and internal and/or external meetings.
10. Promotes and actively participate in the Westwards' Health and Safety program.

11. Other duties as assigned.

Education and Experience:

1. High School graduate (Alberta grade 12 or equivalent), supplemented by two (2) year's previous related experience gained within a seniors' supportive living, care communities, shelter or similar setting, preferably at a supervisory level.
2. Have excellent customer service with strong interpersonal skills.
3. Have strong decision making skills and the ability to respond to emergency situations.
4. Demonstrate a sincere desire and ability to work with seniors.
5. Possess excellent oral and written communication skills (English) in addition to basic math skills.
6. Be able to interpret policies and procedures.
7. Demonstrate a desire to work within a team environment.
8. Demonstrate ability to follow direction and to work independently requiring minimal supervision.
9. Maintain a valid certification in Emergency First Aid and WHMIS.
10. Be in good health, physically fit and able to walk three (3) km per shift.
11. Basic computer literacy.

Position Relationships:

1. Will have regular contact with all levels of clients at the communities (supportive living, affordable housing (independent living and family housing) and near market housing) and from Westwinds, their families, the general public and fellow employees. Maintains positive relations.
2. May have some contact with outside contractors and suppliers.
3. On occasion, may be required to provide related work assistance at other communities operated by Westwinds.

Working Environment, Special Skills and Physical Demands of Position:

1. Considerable standing and walking with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment.
3. Must demonstrate flexibility with the ability to respond to a variety of changing duties and work routines as well as occasionally working under somewhat stressful situations.
4. Required to remain on site during their shift to ensure building safety and security.

Hours of Work:

1. Regular full-time and part-time positions based on 7 to 8.25 hour shifts.
2. Rotating shift work including weekends and holidays is required.

Supervision:

Received: Program Manager
Given: None

POSITION DESCRIPTION:

Position Title:	Client Services Concierge	Position No.:	325
		Approval Date:	Aug. 10. 2020
Department:	Community Administration	Revision	

Position Summary:

The Client Service Concierge, working within a team environment, is primarily responsible for the provision of excellent customer service, safety, monitoring and well-being of the seniors in the Supportive Living Community.

Typical Duties and Responsibilities:

1. Administration
 - 1.1. Acts as a Westwinds ambassador providing consistent, respectful, quality service to all clients of Westwinds, visitors, families, contractors and fellow employees.
 - 1.2. Provides quality customer service at the Community including greeting, verifying and screening of all residents, guests, employees and contractors.
 - 1.3. Educates all residents, guests, employees and contractors entering the Community on proper Personal Protective Equipment (PPE) protocol and pre-cautionary measures.
 - 1.1. Educates all residents departing the Community on proper Personal Protective Equipment (PPE) protocol and pre-cautionary measures.
2. Client Services
 - 2.1. Monitors indoor and outdoor visits following legislation and policy, educating where required.
 - 2.2. Escorts guests and contractors to resident's suites and out of the building.
 - 2.3. Receiving and dispensing resident deliveries.
 - 2.4. Responds to client and visitor inquiries within policy guidelines and will serve in a client liaison capacity with outreach service providers, such as taxi service, Handibus, podiatrist, eye care, hairdresser, etc. (does not include Alberta Health Services and/or Home Care Support staff).
 - 2.5. Observe precautions required to protect Community and client property, and report damage, theft, and found articles to Program Manager. Reports any unusual/abnormal situation with the Community's infrastructure.
 - 2.6. Maintains accurate documentation of all client related information/observations gathered during the course of the shift. Is accountable for communicating to the oncoming Centre Coordinator, all relevant client staff and building information which is necessary to ensure continuity of client care and well-being and the overall safe and efficient operation of the Community.
 - 2.7. Maintains building security protocols.
3. Operations
 - 3.1. May be required to assist with the delivery of Community programs, including food services and housekeeping. May be required to help serve meals and clean-up following but shall not be required to work within the food production area. Maintains a professional image including maintaining a safe and tidy workspace.

- 3.2. Will attend/participate in job related training including participating in community specific fire drills, other emergency exercises and internal and/or external meetings.
- 3.3. Promotes and actively participate in the Westwards' Health and Safety program.
- 3.4. Other duties as assigned.

Education and Experience:

1. Preference for a minimum of two years reception experience in a high traffic customer service setting supplemented with customer service and computer training. A combination of education and experience would also be considered.
2. Strong customer service focused philosophy with a demonstrated ability to effectively manage customer relations and maintain confidentiality.
3. Effective communication skills (English) – both oral and written are necessary.
4. Strong information gathering, problem assessment and solving skills;
5. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
6. Strong computer skills and proficient user of MS Office products.
7. Able apply legislation policies and procedures appropriately;
8. Strong understanding of office routines and records management.
9. Excellent organizational and time management skills with the ability to prioritize tasks are essential.
10. Valid certification in Standard First Aid and WHMIS.
11. In good health and physically fit.
12. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Contact with supportive living and limited independent clients and applicants; client families, employees and visitors to the Community.
2. Limited contact with outside contractors and suppliers.
3. Will be required to attend assigned meetings within and/or outside the Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated environment.
2. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
3. Must be familiar with and experienced in working with in a customer service administrative capacity,
4. Flexibility and the ability to respond to a variety of changing duties and work routines, occasionally working under somewhat stressful situations.

Hours of Work:

1. Term positions based on 3 to 8 hour shifts.
2. Rotating shift work including days, evenings, nights, weekends and holidays is required.

Supervision:

Received:	Direct:	Assistant Program Manager or Resident Services Assistant
	Indirect:	Program Manager
Given:	Direct:	-

Indirect: -

POSITION DESCRIPTION:

Position Title:	Recreation Coordinator	Position No.:	330
		Approval Date:	Sept. 2, 2000
Department:	Community Administration	Revision	09.01.2015
			01.20.2020

Position Summary:

The Recreation Coordinator is responsible for the assessment of client recreation and leisure requirements/desires and for the development, implementation and ongoing evaluation of these programs ensuring the identified needs are met.

The Recreation Coordinator is responsible for the recruitment, training and performance assessment of the Communities' volunteers.

Typical Duties and Responsibilities:

1. Determines the therapeutic and non-therapeutic recreational and leisure needs of the Communities' clients and designs, implements and evaluates programs intended to meet these needs:
 - 1.1. Develops/plans activities that adhere to the organization's Recreation policy.
 - 1.2. Encourage clients, including those with special needs and circumstances to, maintain existing and develop new skills as well as get involved in health-promoting recreation including physical and mental activities.
 - 1.3. Conducts or otherwise supervises/coordinates a number of recreation and volunteer programs.
 - 1.4. Organize client outings, accompanying clients and arranging transportation and/or operation of the organization's Buses.
 - 1.5. Responsible for the orientation of clients to the Communities' recreation and volunteer programs.
 - 1.6. For distribution within the Communities and as otherwise requested, compiles a monthly calendar of events and a Communities newsletter.
 - 1.7. Required to chair the resident meetings.
 - 1.8. Required to conduct in-services and/or education programs within and outside the Communities.

2. Accountable for ensuring the recreation and volunteer departmental functions within approved Westwinds policies, procedures and guidelines in addition to Communities specific procedures.
 - 2.1. In consultation with the Program Manager, is responsible for the preparation of the department's annual budget request and for ensuring the department operates within the budget as approved, reporting any variances.
 - 2.2. Is responsible for ensuring the safe and efficient operation of the department, inclusive of but not restricted to: supplies, equipment, tools, appliances, transportation, crafts and activity areas, etc.
 - 2.3. Within corporate guidelines and according to Communities specific practices, is responsible for ordering the departments supplies and maintaining a secure inventory control system.

3. Is responsible to adhere to the organization's Health & Safety Program in addition to taking reasonable care to ensure their own safety and the safety of others.
4. Volunteer and Community Relations
 - 4.1. Recruits volunteers to assist with programs and activities and is responsible for their orientation, assignment, supervision, recognition and ongoing evaluation.
 - 4.2. Coordinate or otherwise participate in Communities specific and organization wide fundraising and public relations programs/activities or other special events.
 - 4.3. Attends regular meetings of the Recreation Coordinator's Committee.
5. Performs other duties as assigned.

Education and Experience:

1. A degree, diploma or certificate program in recreation therapy, recreation, kinesiology or in a related area, combined with a minimum two (2) year's previous related experience gained within a seniors' supportive living facility or similar setting.
2. Demonstrate a sincere passion to work with seniors.
3. Must be highly organized with strong planning and evaluation practices for activities, programs and events.
4. Demonstrate knowledge of the principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
5. Prior experience in volunteer management and administration including recruitment, training, recognition and retention.
6. Possess excellent oral and written communication skills (English).
7. Be able to project and maintain a professional image and positive working relationship with clients, peers and others from within and outside the organization.
8. Demonstrate a desire to work within a team environment with an ability to follow direction, provide supervision and/or work independently requiring minimal supervision.
9. Strong computer literacy – functional competent in MS Office: Outlook, Word, Publisher and/or other products.
10. Experience in fund development and an understanding of Alberta Gaming requirements.
11. Possess a valid Alberta Motor Vehicle Operator's License Class 4 and have access to a dependable vehicle;
12. Valid certification in Standard First Aid and WHMIS.
13. In good health, a medical may be required.

Position Relationships:

1. Considerable contact with volunteers, client families, visitors to the Communities and numerous other; support groups, service clubs, agencies, etc. from within and outside the community.
2. Will have contact with all the communities of the organization (supportive living, independent and family housing), all levels of employees, the organization, the general public, clients and their families.
3. Limited contact with outside contractors and suppliers.
4. On occasion, may be required to provide related work assistance at other communities operated by the organization.
5. Will be required to attend assigned meetings within and/or outside the Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Normally works within a temperature controlled and well ventilated environment, but may be required to work in different environments outside the community.
2. Considerable standing and walking with some heavy lifting is necessary.
3. Must be familiar with and experienced in working with normal recreation/activity: appliances, tools, equipment and supplies.
4. Flexibility and the ability to respond to a variety of changing duties and work routines, occasionally working under somewhat stressful situations.

Hours of Work:

1. Normally, Monday to Friday (days), 75-80 hours bi-weekly (full –time), some weekend, evening and holiday work will be required. Hours of work will be approved by the Program Manager.

Supervision:

Received:	Direct:	Program Manager
	Indirect:	-
Given:	Direct:	Volunteers, clients and others while participating in Communities sponsored/organized recreation programs.
	Indirect:	-

POSITION DESCRIPTION:

Position Title:	Summer Administrative Assistant	Position No.:	350
		Approval Date:	May 7, 2018
Department:	Administration	Revision	

Position Summary:

Reporting to the Chief Administrative Officer (CAO), Summer Administrative Assistant is responsible for supporting projects that enhance Westwinds Health and Safety program, operational projects and internal communication.

Typical Duties and Responsibilities:

1. Administration
 - 1.1. Responsible for the provision of administrative support services inclusive of but not restricted to: word processing, data entry, photocopying, faxing, filing, report compilation, data compilation, health and safety documentation, project work, etc.
 - 1.2. Provides quality customer service at the Corporate Office including greeting prospective clients and employees, clients, employees and contractors, responding to inquiries and providing information, booking appointments, etc.
2. Health and Safety
 - 2.1. Providing administration support to Westwinds health and safety program including updating hazard assessments.
 - 2.2. Review all 2017 & 2018 incident reports, coordinate statistical reporting and identification of trends.
 - 2.3. Review and assess 2017 & 2018 incident and near miss reports to generate trends identify potential areas of improvement.
 - 2.4. Researching and developing educational material for Westwinds Health and safety modules elements.
 - 2.5. Assist with coordinating health and safety training sessions, and where necessary in liaison and consultation with the Continuing Care Safety Association (CCSA).
 - 2.6. Establish and maintain a positive health and safety environment and attitude among Management and staff.
 - 2.7. Promotes and actively participate in the Westwinds' Health and Safety program.
3. Projects
 - 3.1. Supporting the implementation of the Yardi Property Management System maintenance module;
 - 3.2. Assist with Food service menu computerization project with administration support; and
 - 3.3. Researching and drafting articles for the corporate newsletters and weekly health and safety communication.
4. General
 - 4.1. May support managers by providing administrative assistance.
 - 4.2. Performs other duties as assigned.

Education and Experience:

1. Preference for a certificate in a related discipline (office administration, etc.) or high school grade 12 with related training. Previous administrative experience in a similar office setting is considered an asset.
2. A customer service focused philosophy.
3. Good communication skills (English) – both oral and written are necessary.
4. Proficient computer skills and proficient user of MS Office products specifically MS Outlook, MS Word and MS Access or equivalents.
5. A good understanding and exposure to health and safety.
6. Must have a flexible, willing and positive attitude and the ability to work with minimal supervision and routine interruptions.
7. Good understanding of office routines and records management.
8. Sound organizational and time management skills with the ability to prioritize tasks are essential.
9. In good health and physically fit.
10. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Working Environment, Special Skills and Physical Demands of the Position:

1. Must be flexible and have the ability to respond to a variety of changing duties and work routines.
2. Travel will be required.
3. Independent working conditions

Hours of Work:

Monday to Friday, 8:30 – 4:00 p.m., 5 days/week, limited term mid May 28 – August 30, 2018

Supervision:

Received:	Direct:	Chief Administrative Officer
	Indirect:	Maintenance Manager
Given:	None	

POSITION DESCRIPTION:

Position Title:	Food Services Supervisor	Position No.:	410
		Approval Date:	Jan. 20, 2012
Department:	Food Services	Revision	09.01.2015
			02.25.2016
			01.20.2020

Position Summary:

The Food Service Supervisor, working within a team environment, effectively leads and coordinates the food service department at a designated Westwinds Community. The Supervisor ensures adherence to approved menus, approved policies and procedures while maintaining a high standard of quality and customer service.

Typical Duties and Responsibilities:

1. Department Operations
 - 1.1. Ensures a strong customer service focused environment.
 - 1.2. Ensures the high quality production and delivery of food service adhering to the approved menu plan and the Canada Food Guide.
 - 1.3. Responsible for ensuring the safe and efficient operation of the department within specific policies, procedures and legislation inclusive of but not restricted to: menu planning, client dietary restrictions, food handling, sanitation, equipment, appliances, etc.
 - 1.4. Provides leadership performing regular food service duties including cooking, baking, cleaning, serving, dishwashing, etc.
 - 1.5. Develops for the review and approval of the Program Manager, short and long-term goals and objectives for the department.
 - 1.6. In consultation with the Program Manager, is responsible for assisting with the department's annual operating and capital budget submission. Adheres to approved budget.

2. Quality Assurance
 - 2.1. Responsible for the planning, organization and scheduling of department workflow.
 - 2.2. Responsible for ordering the department's food, supplies, smallwares and small equipment. Maintains a secure inventory control system.
 - 2.3. Participates in the development, implementation and ongoing review of Food Services meals, procedures, standards and quality assurance.

3. Human Resources
 - 3.1. In consultation with the Program Manager, is responsible for the recruitment, training, supervision, performance management and professional development of department staff.
 - 3.2. Develops and implements the department's work rotations and schedules.
 - 3.3. Attends various committees and training sessions as requested by Westwinds.
 - 3.4. Promotes and actively participates in Westwinds' Health and Safety program.

4. Performs other duties as assigned.

Education and Experience:

1. A preference for a Journeyman Cook or Red Seal certification; equivalent education and or experience will be considered. A minimum of three years' Food Service supervision experience in a similar setting is preferred.
2. Proven customer service philosophy.
3. Excellent organizational and time management skills with the ability to prioritize tasks are essential.
4. Must have a flexible, willing and positive attitude.
5. Excellent communication skills (English) – both oral and written are necessary.
6. Maintain certification in WHMIS and First Aid.
7. Must be in good health, physically fit, able to walk and lift, with no history of back problems – a medical may be required.
8. Must be functionally computer literate.
9. Proven budget management practices.

Position Relationships:

1. Works closely with the Program Managers, Maintenance Supervisor, Food Service Workers and Community personnel.
2. Will have frequent contact with clients, their families, general public and contractors in addition to occasional contact with regulatory representatives.

Working Environment, Special Skills and Physical Demands of the Position:

1. Walking, standing, equipment operation and heavy lifting. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment.
3. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.

Hours of Work:

1. Full-time employment with rotating shifts 7 to 8 hours per day, overtime work may be required.
2. Rotating shift work including weekends and holidays is required.

Supervision:

Received:	Direct:	Program Manager
	Indirect:	-
Given:	Direct:	All Food Service Positions
	Indirect:	-

POSITION DESCRIPTION:

Position Title:	Cook	Position No.:	420
		Approval Date:	Oct.16, 1990
Department:	Food Services	Revision:	02.25.2016 01.20.2020

Position Summary:

The Cook, working within a team environment and reporting to the Food Service Supervisor, is responsible for meal preparation within the guidelines of the established menu, delivery and clean-up. The Cook ensures Westwinds Communities' (Westwinds) standards and high quality for food services are maintained.

Typical Duties and Responsibilities:

1. Provides high quality production, temperature appropriate, appetizing meals and food products within specified meal times.
2. Plates and delivers meals and beverages and prepares meal trays, providing an enjoyable dining experience to the clients and guests.
3. Adheres to food service department procedures and food safe handling procedures.
4. Assists with menu planning, preparing the dining room for meal service, meal and kitchen clean-up and supply ordering, receipting and stocking.
5. Responsible for the proper cleaning of all Food Services equipment, cooking utensils, dishes, etc. according to Community specific procedures.
6. Assists clients by providing guidance in the dining room, walker gathering and removal, etc.
7. Ensures the safe operation all food service equipment and appliances including the routine monitoring of freezer and cooler temperatures, reporting safety issues or other situations of non-compliance promptly to the Food Services Supervisor or designate. Will remove unsafe equipment from use.
8. Participates in special events, meetings and client functions involving food preparation and or meal service.
9. Assumes responsibility for department supervision in the absence of the Food Service Supervisor.
10. Participates as needed on internal and external food service committees/working groups.
11. Promotes and actively participates in Westwinds' Health and Safety program.
12. Attends various committees and training sessions as requested by Westwinds.
13. Performs other duties as assigned.

Education and Experience:

1. High School graduate (Alberta grade 12 or equivalent), with a minimum of two years previous experience as a Cook in a similar setting (supportive living, care Community or hospitality).
2. Proven customer service philosophy.
3. Possess a food safe certificate.
4. Proficient organizational and time management skills with the ability to prioritize tasks.
5. Must have a flexible, willing and positive attitude.
6. Strong communication skills (English) – both oral and written in addition to basic math skills.
7. A demonstrated ability to work within a team environment.
8. Working knowledge and application of the Canada Food Guide.
9. WHMIS certification.

10. Must be in good health, physically fit, able to walk and lift, with no history of back problems – a medical may be required.
11. Must possess basic computer literacy.

Position Relationships:

1. Works closely with the Food Service Workers and Community personnel while maintaining positive relations.
2. Will have frequent contact with clients and contractors in addition to occasional contact with regulatory representatives.
3. May be required to provide work assistance to other Westwinds Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment.
3. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.
4. Must be familiar and experienced with food service equipment and supplies.
5. Must be able to work in a team environment with minimal supervision and the ability to follow direction.

Hours of Work:

1. Regular full-time and part-time positions based on 7 to 8 hour shifts.
2. Rotating shift work including weekends and holidays is required.

Supervision:

Received: Direct: Food Services Supervisor
 Indirect: Program Manager
Given: Indirect: Dietary Aid

POSITION DESCRIPTION:

Position Title:	Dietary Aide	Position No.:	430
		Approval Date:	Oct.16, 1990
Department:	Food Services	Revision:	02.25.2016
			01.20.2020

Position Summary:

The Dietary Aide, working within a team environment and reporting to the Food Service Supervisor, is responsible for supporting meal preparation, delivering meals, food service clean-up and housekeeping services. The Dietary Aide helps ensure Westwinds Communities' (Westwinds) standards and high quality for food services are maintained.

Typical Duties and Responsibilities:

1. Provides an enjoyable dining experience to the clients and guests by plating and serving meals and beverages. Assists clients by providing guidance in the dining room, walker gathering and removal, etc.
2. Assists in food service meal preparation.
3. Prepares the dining room for meal service, completes meal and kitchen clean-up, and will receive, verify and stock food service supplies.
4. Responsible for the proper cleaning of all Food Services equipment, cooking utensils, dishes, etc. according to Community specific procedures.
5. Adheres to food service department procedures and food safe handling procedures.
6. Assist in the set-up, take down and clean up for special functions.
7. May be required to provide relief coverage for the Cook.
8. Promotes and actively participates in Westwinds' Health and Safety program.
9. Attends various committees and training sessions as requested by Westwinds.
10. Performs other duties as assigned.

Education and Experience:

1. High School grade twelve (or equivalent), with a minimum of one year's previous experience as a Dietary Aide or Cook's assistance.
2. Proven customer service philosophy.
3. Good organizational and time management skills with the ability to prioritize tasks.
4. Must have a flexible, willing and positive attitude.
5. Good communication skills (English) – both oral and written in addition to basic math skills.
6. A demonstrated ability to work within a team environment.
7. Able to work with minimal supervision.
8. WHMIS and basic food safe certification.
9. Must be in good health, physically fit, able to walk and lift, with no history of back problems – a medical may be required.
10. Must possess basic computer literacy.

Position Relationships:

1. Works closely with the Food Service Supervisor, Cooks, Community personnel and maintains positive relations.
2. Will have frequent contact with clients, their families and the general public.
3. May be required to provide work assistance to other Westwinds Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment.
3. Must be familiar and experienced with food service equipment and supplies.
4. Must be able to work in a team environment with minimal supervision and the ability to follow direction.

Hours of Work:

1. Regular full-time and part-time positions based on 5 to 8 hour shifts.
2. Rotating shift work including weekends and holidays is required.

Supervision:

Received: Direct: Food Services Supervisor
 Indirect: Program Manager
Given: None

POSITION DESCRIPTION:

Position Title:	Housekeeper Supervisor	Position No.:	510
		Approval Date:	Sept. 3, 2000
Department:	Housekeeping	Revision:	02.25.2016
			01.20.2020

Position Summary:

The Housekeeper Supervisor, working within a team environment, effectively leads all and coordinates all aspects of the day to day provisions of housekeeping services in the Community's supportive living, independent living, family and affordable housing programs. The Supervisor ensures adherence to Westwinds Communities' (Westwinds) approved policies and procedures by ensuring a high standard of service is maintained within the team environment.

Typical Duties and Responsibilities:

1. Department Operations
 - 1.1. Ensures a strong customer service focused environment.
 - 1.2. Ensures the high quality and respectful delivery of housekeeping services.
 - 1.3. Responsible for ensuring the safe and efficient operation of the department within specific policies, procedures and legislation inclusive of but not restricted to Provincial accommodation standards.
 - 1.4. Provides leadership performing routine housekeeping duties including cleaning, sanitizing and disinfecting the supportive and independent living communities. In addition, arranges and or conducts cleaning for all unit turnover in the Community.
 - 1.5. Develops for the review and approval of the Program Manager, short and long-term goals and objectives for the department.
 - 1.6. Coordinates the annual cleaning of resident suites and common areas in the supportive living program including the bus.
 - 1.7. In consultation with the Program Manager, is responsible for assisting with the department's annual operating and capital budget submission. Adheres to approved budget.
 - 1.8. Provides departmental leadership in coordinating workflow set-up and take down for special functions.

2. Quality Assurance
 - 2.1. Responsible for the planning, organization and scheduling of department workflow.
 - 2.2. Observes precautions required to protect Community and client property, and report damage, theft, and found articles to Program Manager.
 - 2.3. Responsible for ordering the department's supplies, linen and equipment. Maintains a secure inventory control system.
 - 2.4. Participates in the development, implementation and ongoing review of Housekeeping quality assurance, procedures and standards.

3. Human Resources
 - 3.1. In consultation with the Program Manager, is responsible for the recruitment, supervision, performance management and professional development of department staff.
 - 3.2. Develops and implements the department's work rotations and schedules.
 - 3.3. Attends various committees and training sessions as requested by Westwinds.

3.4. Promotes and actively participates in Westwinds' Health and Safety program.

4. Performs other duties as assigned.

Education and Experience:

1. High School diploma (or equivalent) supplemented with sanitation professional development including current WHMIS certification, and a minimum of three years previous commercial housekeeping supervisory experience.
2. Proven customer service philosophy.
3. Strong organizational and time management skills with the ability to prioritize tasks.
4. Must have a flexible, willing and positive attitude.
5. Strong communication skills (English) – both oral and written are necessary.
6. A demonstrated ability to work within a team environment.
7. Must be in good health, physically fit, able to walk and lift, with no history of back problems – a medical may be required.
8. Must be functionally computer literate.
9. Proven budget management practices.
10. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Works closely with the Program Managers, Housekeeper(s) and Community personnel.
2. Will have frequent contact with clients, their families and the general public.
3. Will have access and contact with clients in their personal space and often without clients present must be beyond reproach in conduct.
4. May be required to provide work assistance to other Westwinds.

Working Environment, Special Skills and Physical Demands of the Position:

1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment may be required to work outside and under other situations involving noise, unpleasant odors, and unsanitary conditions.
3. Provides services to other Westwinds' communities within program area.

Hours of Work:

1. Full-time employment with rotating shifts up to eight hours per day, overtime work may be required.
2. Rotating shift work including weekends and holidays is required.

Supervision:

Received:	Direct:	Program Manager
	Indirect:	-
Given:	Direct:	Housekeepers
	Indirect:	-

POSITION DESCRIPTION:

Position Title:	Housekeeping Lead	Position No.:	515
		Approval Date:	04/01/2019
Department:	Housekeeping	Revision:	04.01.2019
			01.20.2020

Position Summary:

The Housekeeping Coordinator effectively coordinates all aspects of the day to day provisions of housekeeping services in the corporate office, and High River affordable and near market housing programs. Reporting to the High River Affordable and Near Market Program Manager, the Lead ensures adherence to Westwinds' approved policies and procedures by ensuring a high standard of service is maintained within a variety of environments.

Typical Duties and Responsibilities:

1. Housekeeping
 - 1.1. Responsible for general community cleaning duties to ensure sanitation standards are exceeded which may include but is not limited to:
 - 1.1.1. Responsible for ensuring the safe and efficient operation of the department within specific policies, procedures and legislation.
 - 1.1.2. Routine and annual cleaning of all common areas so that health standards are met.
 - 1.1.3. Cleaning of vacant units upon turnover or as requested by Program Manager.
 - 1.1.4. Maintain, disinfect equipment and supplies. Launder housekeeping supplies as required.
 - 1.1.5. Responsible for ordering the department's supplies and maintains a secure inventory control system.
 - 1.1.6. Participates in the department's equipment purchase, in addition to ensuring compliance with equipment maintenance and safety instruction sheets.
 - 1.1.7. Responsible for the safe and effective use of WWC equipment. Reports all equipment deficiencies to Program Manager and/or Maintenance Department.
 - 1.2. Ensures the high quality and respectful delivery of housekeeping services and a strong customer service focused environment.
 - 1.3. Develops for the review and approval of the Program Manager, short and long-term goals.
2. Quality Assurance
 - 2.1. Observes precautions required to protect Community and client property, and report damage, theft, and found articles to Program Manager.
 - 2.2. Participates in the development, implementation and ongoing review of Housekeeping quality assurance, procedures and standards.
 - 2.3. Promotes and actively participates in Westwinds' Health and Safety program in addition to:
 - 2.3.1. Maintaining Health & Safety Manuals at affordable and near market communities,
 - 2.3.2. Updates position Hazard ID's and the department's Safety Data sheets; and
 - 2.3.3. Conducts the bi-monthly inventory of First Aid Kits at near market and affordable communities, ordering supplies as required.
 - 2.4. Attends Housekeeping Department meetings.
 - 2.5. Attends various community and training sessions as requested by Westwinds.

3. Property Management Support (alternate salary grid position – Receptionist)
 - 3.1. Reports any unusual tenant related concerns to Program Manager.
 - 3.2. Assist with move in / move out inspections and cleaning upon unit turnover.
 - 3.3. Assist with holiday relief for Program Manager: answer office telephone, take messages, input and coordinate Maintenance Care requests provide building & unit tours.
 - 3.4. Performs other duties as assigned.

Education and Experience:

1. High School diploma (or equivalent) supplemented with current WHMIS certification, First Aid and a minimum of two years previous commercial housekeeping experience.
2. Proven customer service philosophy.
3. Good organizational and time management skills with the ability to prioritize tasks.
4. Must have a flexible, willing and positive attitude.
5. Proficient communication skills (English) – both oral and written are necessary.
6. A demonstrated ability to work independently with minimal supervision.
7. Must be in good health, physically fit, able to walk and lift, with no history of back problems – a medical may be required.
8. Must be functionally computer literate experience with MS Outlook preferred.
9. Possess and maintain a valid Alberta Motor Vehicle Operators License – Class 5 and have access to a dependable vehicle.

Position Relationships:

1. Works closely with the Program Managers, Administrative and Maintenance Personnel, Housekeeper(s) and Community.
2. Will have frequent contact with clients, their families and the general public.
3. May be required to provide work assistance to other Westwinds' Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment may be required to work outside and under other situations involving noise, unpleasant odors, and unsanitary conditions.
3. Flexibility and the ability to respond to changes in work routine associated with turnover.
4. Regular driving, must have own vehicle as travel is required.
5. Possess and maintain a cell phone to use during working hours.

Hours of Work:

1. Part-time employment – 25 hours weekly, with additional hours as required for unit turnover.
2. Hours and times will change to accommodate annual cleaning schedules best suited for the location.

Supervision:

Received:	Direct:	Program Manager
	Indirect:	Maintenance Manager, Chief Administrative Officer
Given:	Direct:	-
	Indirect:	-

POSITION DESCRIPTION:

Position Title:	Housekeeper	Position No.:	520
		Approval Date:	Oct. 16, 1990
Department:	Housekeeping	Revision:	02.25.2016 01.20.2020

Position Summary:

The Housekeeper, working within a team environment and reporting to the Housekeeping Supervisor, is responsible for housekeeping, laundry, linen and general cleanliness of the Community's supportive living by ensuring a high standard of service is maintained. The Housekeeper is also responsible for housekeeping and general cleanliness of the Community's independent living, family and affordable housing programs.

The Housekeeper may also assist Food Service with general cleaning and meal service. The Housekeeper may work closely with the Centre Coordinator providing support in the safety and security of the Community and its clients.

Typical Duties and Responsibilities:

1. Housekeeping
 - 1.1. Responsible for general Community cleaning duties to ensure sanitation standards are exceeded which may include but is not limited to:
 - 1.1.1. Keep Community safe and well maintained. Routine and annual cleaning of common areas, hallways, restrooms, corridors, elevators, stairways, staff rooms, offices, storage rooms and other work areas so that health standards are met. Replenishes supplies.
 - 1.1.2. Routine and annual cleaning of client suites/units including linen changing, dusting, flooring, walls, furniture, windows, frames, fixtures, empty garbages, replenish supplies, shampoo carpet and sanitizes bathroom as scheduled.
 - 1.1.3. Completes suites/units cleaning upon turnover.
 - 1.1.4. Maintain, disinfect equipment and supplies.
 - 1.1.5. Community laundry service.
 - 1.1.6. Responsible for the safe and effective use of Westwinds equipment.
 - 1.1.7. Assists in maintaining department inventory including ordering, receipting and storing. Also monitors equipment functioning.
2. Food Service
 - 2.1. Responsible for food service duties including general cleaning, table setting and meal and dining room clean up.
 - 2.2. Provides an enjoyable dining experience to the clients and guest by serving meals and beverages. Assists resident by providing guidance in the dining room or activity areas, walker gathering and removal, etc.
 - 2.3. Adheres to food service department and food safe procedures.
3. General
 - 3.1. Observes precautions required to protect Community and client property, and report damage, theft, and found articles to Supervisor/Centre Coordinator.
 - 3.2. Assist in the set-up, take down and clean up for special functions.

- 3.3. Supports the Centre Coordinator in any emergency situation.
- 3.4. May provide relief coverage for the Housekeeping Supervisor/Centre Coordinator.
- 3.5. Promotes and actively participates in Westwinds' Health and Safety program.
- 3.6. Attends various committees and training sessions as requested by Westwinds.
- 3.7. Performs other duties as assigned.

Education and Experience:

1. High School grade twelve (or equivalent), with a minimum of one year's previous commercial housekeeping experience.
2. Proven customer service philosophy.
3. Good organizational and time management skills with the ability to prioritize tasks.
4. Must have a flexible, willing and positive attitude.
5. Good communication skills (English) – both oral and written in addition to basic math skills.
6. A demonstrated ability to work within a team environment.
7. Able to work with minimal supervision.
8. WHMIS and basic food safe certification.
9. Must be in good health, physically fit, able to walk and lift, with no history of back problems – a medical may be required.
10. Must possess basic computer literacy.

Position Relationships:

1. Works closely with the Community personnel and maintains positive relations.
2. Will have frequent contact with clients, their families and the general public.
3. Will have access and contact with clients in their personal space and often without clients present must be beyond reproach in conduct.
4. Must be able to work in a team environment with minimal supervision and the ability to follow direction.

Working Environment, Special Skills and Physical Demands of the Position:

1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment may be required to work outside and under other situations involving noise, unpleasant odors, and unsanitary conditions.
3. Provides services to other Westwinds' communities within program area.
4. Must be experienced with housekeeping services including equipment and supplies.
5. Must be able to work in a team environment with minimal supervision and the ability to follow direction.

Hours of Work:

1. Regular full-time and part-time positions based on 5 to 8 hour shifts.
2. Rotating shift work including days, evenings, nights, weekends and holidays is required.

Supervision:

Received: Direct: Housekeeping Supervisor
 Indirect: Program Manager
Given: None

POSITION DESCRIPTION:

Position Title:	Floater (limited term position)	Position No.:	530
		Approval Date:	April 2, 2018
Department:	Housekeeping, Food Service and Community Administration	Revision:	

Position Summary:

The Floater, working within a team environment and reporting to the designated Program Manager, is responsible for providing emergency and scheduled relief coverage for all Westwinds Communities sites in the positions of Housekeeping, Food Service and Centre Coordinator. The Floater is cross-trained in these shifts at each Community as needed.

Typical Duties and Responsibilities:

1. The Floater position is based on receiving a weekly on call stipend with the provision they are able to be called in to work for a maximum of 40 hours per work week (no over-time) with three hours advance notice.
2. As per the Housekeeper, Cook Dietary Aid and Centre Coordinator job descriptions and specific duties as outlined in the Community's shift duties (based on shift time and day of the week).

Education and Experience:

1. As per the Housekeeper, Cook Dietary Aid and Centre Coordinator job descriptions.
2. Must possess computer literacy in order to manage their schedule.

Position Relationships:

1. Works closely with the Community personnel and maintains positive relations.
2. Will have frequent contact with clients, their families and the general public.
3. Will have access and contact with clients in their personal space and often without clients present must be beyond reproach in conduct.
4. Must be able to work in a team environment with minimal supervision and the ability to follow direction.

Working Environment, Special Skills and Physical Demands of the Position:

1. Must be able to drive to each community on a routine basis. May be subject to adverse driving conditions.
2. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
3. Normally works within a temperature controlled and well ventilated environment may be required to work outside and under other situations involving noise, unpleasant odors, and unsanitary conditions.
4. Provides services to other Westwinds Communities' sites within program area.
5. Must be experienced with housekeeping services including equipment and supplies.
6. Must be able to work in a team environment with minimal supervision and the ability to follow direction.

Hours of Work:

1. Hours based on specific shift schedule occurring from 5 to 8 hour shifts, with work hours between 6:30 a.m. to 12 a.m. Maximum of 40 hours per week (no overtime)
2. Rotating shift work including days, evenings, nights, weekends and holidays is required.
3. The Floater is guaranteed a three day weekend once every four weeks.

Supervision:

Received: Direct: Program Manager
 Indirect: Direct Supervisor and Program Manager
Given: None

POSITION DESCRIPTION:

Position Title:	Maintenance Supervisor	Position No.:	610
		Approval Date:	Jan. 20, 2012
Department:	Maintenance	Revision	09.01.2015
			08.19.2016
			01.20.2020

Position Summary:

The Maintenance Supervisor, working within a team environment supports the Westwinds Communities (Westwinds) preventative maintenance program by overseeing and coordinating all routine maintenance at designated Westwinds communities in conjunction with the Maintenance Manager.

Typical Duties and Responsibilities:

1. Life Safety & Preventative Maintenance
 - 1.1. Plans, organizes and directs all maintenance activities relating to the preventative maintenance program for designated Westwinds facilities, grounds and equipment.
 - 1.2. Ensures tracking and forecasting inventory and equipment budgets including completing status reports, making adjustments to ensure targets are met and preparing status reports to Maintenance Manager as required. Responsible for the effective use of Westwinds equipment and cost effective inventory management of repair parts and supplies.
 - 1.3. Ensures all preventative maintenance records and activities are maintained on administrative systems and are processed for accounting purposes.
 - 1.4. Prepares detailed facility inspections and reports as needed.
 - 1.5. Assists the Maintenance Manager with the maintenance budgeting process.
 - 1.6. Schedules and coordinates snow/ice control activities for Westwinds and its contractors. Ensures that Westwinds grounds are kept clear of debris.

2. Quality Assurance
 - 2.1. Investigate, recommend and implement technological and best practices that enhance the efficiency, service and monitoring of Westwinds facilities and services.
 - 2.2. Ensure effective and clear communication with managers, employees and clients. Ensure significant concerns or repair items are reported to the appropriate person on a timely manner.
 - 2.3. Evaluate the performance of and maintains a list of professionals, contractors and suppliers acceptable to Westwinds.
 - 2.4. Responsible for the planning, organization and scheduling of all routine maintenance workflow.

3. Human Resources
 - 3.1. Assists with human resource recruitment and professional development. Initiates performance management, training, and guidance to maintenance personnel.
 - 3.2. Develop and implement training procedures and policies for the maintenance department operations as assigned.
 - 3.3. Attends various committees and training sessions as requested by Westwinds.
 - 3.4. To promote and actively participate in the Westwards' Health and Safety program.

3.5. Provide Maintenance Manager and Maintenance Coordinator cross coverage for absences or position vacancies.

4. To perform other related duties as assigned.

Education and Experience:

1. Three to five years' maintenance supervision and or related skills and knowledge are required including extensive working knowledge of building operating systems and the building trade.
2. Strong trouble shooting skills with the ability to problem solve and make decisions is essential.
3. Must have completed Building Operator B or 5th Class Power Engineering Course and have extensive working knowledge of building operating systems and the building trade.
4. Must be able to work independently and as a team member while relating to variety of audiences (clients, staff and co-workers).
5. Excellent time management skills with the ability to prioritize tasks are essential.
6. Purchasing and contract management experience with the ability to make presentations.
7. Must have a flexible, willing and positive attitude.
8. Excellent communication skills – both oral and written are necessary.
9. Maintain certification in WHMIS and Emergency First Aid.
10. Must be in good health, physically fit, able to walk extended distances and with no history of back problems – a medical may be required.
11. Must be functionally computer literate.
12. Supervisory experience an asset.

Position Relationships:

1. Works closely with the Maintenance Manager, Program Managers, Maintenance Coordinator, Maintenance Workers and Corporate Administration personnel.
2. Will have frequent contact with clients and contractors in addition to occasional contact with provincial ministry personnel.

Working Environment, Special Skills and Physical Demands of the Position:

1. Must have own vehicle, as travel is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.
3. Exposure to temperature extremes.
4. Must be able to lift heavy objects (up to 50 lbs.).

Hours of Work:

1. Generally Monday – Friday, 7:45 a.m. – 4:00 p.m., overtime, on-call and after hours work may be required.

Supervision:

Received:	Direct:	Maintenance Manager
	Indirect:	-
Given:	Direct:	All Maintenance Workers
	Indirect:	Supportive Living Employees and Supervisory positions

POSITION DESCRIPTION:

Position Title:	Maintenance Coordinator	Position No.:	615
		Approval Date:	Aug. 18, 2016
Department:	Maintenance	Revision	01.20.2020

Position Summary:

The Maintenance Coordinator, working within a team environment supports the Westwinds Communities (Westwinds) maintenance program by overseeing and coordinating capital maintenance (under \$1M) and designated projects at Westwinds communities while working in conjunction with the Maintenance Supervisor.

The Coordinator ensures all capital maintenance complies with applicable building code, public regulations and operational policies and procedures.

Typical Duties and Responsibilities:

1. Capital Maintenance
 - 1.1. Plans, organizes and directs capital maintenance activities under \$1M relating to the maintenance program for Westwinds facilities, grounds and equipment.
 - 1.2. Ensures tracking and forecasting inventory and equipment budgets including completing status reports, making adjustments to ensure targets are met and preparing status reports to Maintenance Manager as required. Responsible for the effective use of Westwinds equipment and cost effective inventory management of repair parts and supplies.
 - 1.3. Ensures all capital maintenance records and activities are maintained on administrative systems and are processed for accounting purposes.
 - 1.4. Prepares detailed facility inspections and reports as needed.
 - 1.5. Provides leadership in the development of new capital initiatives over \$1M.
 - 1.6. May perform minor building upgrade/renovations tasks as needed.
 - 1.7. Assists the Maintenance Manager with the maintenance budgeting process.
 - 1.8. Responding to building emergencies as needed.
2. Quality Assurance
 - 2.1. Responsible for the planning, organization and scheduling of all capital maintenance workflow.
 - 2.2. Investigate, recommend and implement technological and best practices that enhance the efficiency, service and monitoring of Westwinds facilities and services.
 - 2.3. Ensure effective and clear communication with managers, employees and clients.
 - 2.4. Evaluate the performance of and maintains a list of professionals, contractors and suppliers acceptable to Westwinds.
 - 2.5. Exercising authority to purchase supplies and or equipment from both operational and capital budgets.
3. Human Resources
 - 3.1. Ensuring a safe and secure work environment.
 - 3.2. Ensuring employees are adequately trained with new equipment and systems including maintenance of those systems and equipment including instructions for the safe operation of each piece of equipment and maintenance of records prior to turnover of the equipment and or systems to preventative maintenance and or operations.

- 3.3. Attends various committees and training sessions as requested by Westwinds.
 - 3.4. To promote and actively participate in the Westwards' Health and Safety program.
 - 3.5. Provide Maintenance Manager and Maintenance Supervisor cross coverage for absences or position vacancies.
 - 3.6. Participates in on call rotation.
4. To perform other related duties as assigned.

Education and Experience:

1. A minimum five years' general multi-family construction, project management and or related skills and knowledge are required including extensive working knowledge of building operating systems and the building trade.
2. Strong organizational, communication (oral and written), leadership and problem solving (including trouble shooting) skills. Ability to make decisions is essential.
3. Highly self-motivated and able to work independently in a team environment with a demonstrated ability to establish effective working relationships while relating to variety of audiences (clients, staff and co-workers).
4. Excellent time management skills with the ability to prioritize tasks are essential.
5. Purchasing and contract management experience.
6. Must have a flexible, willing and positive attitude.
7. Must be functionally computer literate.
8. Experienced in using property management systems.
9. Maintain certification in WHMIS and Emergency First Aid.
10. Must be in good health, physically fit, able to walk extended distances and with no history of back problems – a medical may be required.

Position Relationships:

1. Works closely with the Maintenance Manager, Program Managers, Maintenance Supervisor and Maintenance Workers.
2. Will have frequent contact with clients and contractors in addition to occasional contact with provincial ministry personnel.

Working Environment, Special Skills and Physical Demands of the Position:

1. Must have own vehicle, as travel is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.
3. Exposure to temperature extremes.
4. Must be able to lift heavy objects (up to 50 lbs.).

Hours of Work:

1. Generally Monday – Friday, 7:45 a.m. – 4:00 p.m., overtime, on-call and after hours work may be required.

Supervision:

Received:	Direct:	Maintenance Manager
	Indirect:	-
Given:	Direct:	All Maintenance Workers
	Indirect:	Supportive Living Employees and Supervisory positions

POSITION DESCRIPTION:

Position Title:	Building Service Worker	Position No.:	620
		Approval Date:	Feb. 25, 2000
Department:	Maintenance	Revision	02.26.2016 01.20.2020

Position Summary:

The Building Service Worker, working within a team environment, provides preventative and routine maintenance at Westwinds Communities (Westwinds) as per policy.

The Building Service Worker ensures equipment and building system adherence to operating specifications and procedures, and also assists in capital improvements in Westwinds facilities as specified. The Building Service Worker reports to the Maintenance Supervisor.

Typical Duties and Responsibilities:

1. Life Safety & Preventative Maintenance
 - 1.1. Safely and methodically executes the preventative maintenance program (building operations manual) for designated Westwinds facilities, grounds and equipment as per schedule.
 - 1.2. Cost effectively maintains facilities' expenditures. The Maintenance Worker may expend up to \$200 for work related materials without Supervisor authorization.
 - 1.3. Keeps workspace and work areas safe, well maintained and clean.
 - 1.4. Responsible for the safe and effective use of Westwinds equipment.
 - 1.5. Ensures that Westwinds grounds are kept clear of debris.
 - 1.6. Responds to maintenance and or site emergencies on a timely basis.
 - 1.7. Participates in the after hours on call service of Westwinds approximately every six weeks.
 - 1.8. Maintains orderly cost effective inventory of repair parts and supplies for designated facilities.
2. Quality Assurance
 - 2.1. Provides excellent customer service. Ensures timely, effective and clear communication with colleagues and clients.
 - 2.2. Responds to all maintenance work orders for the designated facilities within one business day (when scheduled for to be on site).
 - 2.3. Ensures all work orders are logged into the system and reported as followed up.
 - 2.4. Recommend workplace improvements and best practices that enhance the efficiency, service and monitoring of Westwinds facilities and services.
 - 2.5. Ensure significant concerns or repair items are reported to the appropriate person or logged in the maintenance system on a timely manner.
 - 2.6. Observes precautions required to protect Community and client property, and report damage, theft, and found articles to Maintenance Manager.
 - 2.7. Routinely inspects facilities for quality assurance.
 - 2.8. Reports to Maintenance Supervisor performance of Westwinds contractors.
3. General
 - 3.1. Attends various committees and training sessions as requested by Westwinds.
 - 3.2. To promote and actively participate in Westwinds' Health and Safety program.

3.3. To perform other related duties as assigned.

Education and Experience:

1. A minimum three years' maintenance experience in multi residential buildings and or single family homes, Building Operator B or 5th Class Power Engineering and working knowledge of building operating systems. Equivalent skills and experience will also be considered.
2. Strong trouble shooting skills with the ability to problem solve and make decisions is essential.
3. Must be able to work independently and as a team member while relating to variety of audiences (clients, staff and co-workers).
4. Strong time management skills with the ability to prioritize tasks are essential.
5. Good communication skills – both oral and written are necessary.
6. Ability to work with minimal supervision.
7. Maintain certification in WHMIS and Emergency First Aid.
8. Must be in good health, physically fit, able to walk extended distances and with no history of back problems – a medical may be required.
9. Must be functionally computer literate.

Position Relationships:

1. Works closely with the Maintenance Supervisor, Program Managers, Maintenance Manager, Maintenance Workers and Community personnel.
2. Will have frequent contact with clients and contractors.

Working Environment, Special Skills and Physical Demands of the Position:

1. Must have own vehicle, as travel is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.
3. Normally works within a temperature controlled and well ventilated environment may be required to work outside and under other situations involving adverse weather conditions, noise, unpleasant odors, and unsanitary conditions.
4. Must be able to lift heavy objects (up to 50 lbs.).

Hours of Work:

1. Full-time employment with rotating shifts up to eight hours per day, overtime work may be required.
2. Scheduled on call rotational coverage for one week approximately every six weeks and seasonal snow removal.

Supervision:

Received:	Direct:	Maintenance Supervisor
	Indirect:	Maintenance Manager
Given:	Direct:	-
	Indirect:	Contractors

POSITION DESCRIPTION:

Position Title:	Landscaper	Position No.:	625
		Approval Date:	May 3, 2012
Department:	Maintenance	Revision	08.25.2016 01.20.2020

Position Summary:

Reporting to the Maintenance Supervisor, the Landscaper, working within a team environment supports the Westwinds maintenance program completing all landscaping and gardening at designated communities.

Typical Duties and Responsibilities:

1. Landscape Maintenance
 - 1.1. Cutting, trimming, edging of the lawn areas using either ride on or manually operated landscaping equipment.
 - 1.2. Operate, regulate and repair underground irrigation systems that are within the community's lawns, flower and shrub beds.
 - 1.3. Prepare and make ready the community's annual/perennial flower beds for planting utilizing such landscaping equipment as rotor-tillers, edger's, etc. Also plant the flowers and maintain them throughout the growing season through proper weed control and watering techniques.
 - 1.4. Responsible for the timely removal of leaf and wind-blown debris at all major entranceways to the facilities, sidewalks and parking lots.
 - 1.5. Set up and remove outdoor patio furniture as directed. Perform minor repairs to patio furniture and park benches as required.
 - 1.6. Ability to prune trees and shrubs as directed.
 - 1.7. Apply fertilizer and weed control chemicals.

2. Quality Assurance
 - 2.1. Provides excellent customer service. Ensures timely, effective and clear communication with colleagues and clients.
 - 2.2. Responds to landscape related maintenance work orders for the designated facilities within one business day (when scheduled to be on site).
 - 2.3. Recommend workplace improvements.
 - 2.4. Ensure significant concerns or repair items are reported to the appropriate person or logged in the maintenance system on a timely manner.
 - 2.5. Observes precautions required to protect Community and client property, and report damage, theft, and found articles to Maintenance Manager.
 - 2.6. Routinely inspects facilities for quality assurance.
 - 2.7. Reports to Maintenance Supervisor performance of Westwinds contractors.

3. General
 - 3.1. Attends various committees and training sessions as requested by the Westwinds.
 - 3.2. To promote and actively participate in the Westwinds' Health and Safety program.
 - 3.3. To perform other related duties as assigned.

Education and Experience:

1. Previous landscaping or gardening experience, including the ability to operate and maintain motorized landscaping equipment.
2. Working knowledge of the operation, program and repair of underground irrigation systems.
3. Working knowledge and care for different plant species – for example: annual or perennial flowers and shrubs.
4. Proven ability to work independently with indirect daily supervision and within a team-based department.
5. Good time management skills with the ability to prioritize tasks are essential.
6. Must have a flexible, willing and positive attitude.
7. Must be in good health, physically fit, able to walk extended distances and with no history of back problems – a medical may be required.
8. Must be functionally computer literate.
9. Maintain certification in WHMIS.

Position Relationships:

1. Works closely with the Maintenance department employees.
2. Will have frequent contact with clients and intermittent contractors.

Working Environment, Special Skills and Physical Demands of the Position:

1. Must have own vehicle, as travel is required.
2. Must be flexible and have the ability to respond to a variety of changing duties and work routines, on occasion work under somewhat stressful situations.
3. Exposure to temperature and weather fluctuations.
4. Must be able to lift heavy objects (up to 50 lbs.).

Hours of Work:

1. Seasonal position - Generally Monday – Friday, 7:45 a.m. – 4:00 p.m.

Supervision:

Received:	Direct:	Maintenance Supervisor
	Indirect:	Maintenance Manager, Maintenance Coordinator, Maintenance Worker
Given:	Direct:	-
	Indirect:	-

POSITION DESCRIPTION:

Position Title:	Dishwasher	Position No.:	626
		Approval Date:	Sept. 26, 2017
Department:	Food Services	Revision:	01.20.2020

Position Summary:

The Dishwasher, working within a team environment and reporting to the Food Service Supervisor, is responsible for supporting meal preparation, delivering meals, food service clean-up and housekeeping services. The Dishwasher helps ensure Westwinds Communities' (Westwinds) standards and high quality for food services are maintained.

Typical Duties and Responsibilities:

1. Prepares the dining room for meal service, completes meal and kitchen clean-up, and will receive, verify and stock food service supplies.
2. Responsible for the proper cleaning of all Food Services equipment, cooking utensils, dishes, etc. according to Community specific procedures.
3. Adheres to food service department procedures and food safe handling procedures.
4. Provides an enjoyable dining experience to the clients and guests by plating and serving meals and beverages. Assists clients by providing guidance in the dining room, walker gathering and removal, etc.
5. Assists in food service meal preparation.
6. Assist in the set-up, take down and clean up for special functions.
7. May be required to provide relief coverage for a Dietary Aide.
8. Promotes and actively participate in Westwinds' Health and Safety program.
9. Attends various committees and training sessions as requested by Westwinds.
10. Performs other duties as assigned.

Education and Experience:

1. High School grade twelve (or equivalent), with a minimum of one year's previous experience as a Dishwasher or Dietary Aide.
2. Proven customer service philosophy.
3. Good organizational and time management skills with the ability to prioritize tasks.
4. Must have a flexible, willing and positive attitude.
5. Good communication skills (English) – both oral and written in addition to basic math skills.
6. A demonstrated ability to work within a team environment.
7. Able to work with minimal supervision.
8. WHMIS and basic food safe certification.
9. Must be in good health, physically fit, able to walk and lift, with no history of back problems – a medical may be required.
10. Must possess basic computer literacy.

Position Relationships:

1. Works closely with the Food Service Supervisor, Cooks, Community personnel and maintains positive relations.
2. Will have frequent contact with clients, their families and the general public.
3. May be required to provide work assistance to other Westwinds Communities.

Working Environment, Special Skills and Physical Demands of the Position:

1. Considerable walking and standing with some heavy lifting is necessary. Must be able to lift heavy objects (up to 50 lbs.)
2. Normally works within a temperature controlled and well ventilated environment.
3. Must be familiar and experienced with food service equipment and supplies.
4. Must be able to work in a team environment with minimal supervision and the ability to follow direction.

Hours of Work:

1. Regular part-time positions based on 7 to 8 hour shifts.
2. Rotating shift work including weekends and holidays is required.

Supervision:

Received: Direct: Food Services Supervisor
 Indirect: Program Manager
Given: None