

POSITION DESCRIPTION

Housing Operations & Administrative Support

Hours	22.5 hours per week; 21 paid hours
Schedule	Three 7.5 hour shifts per week with one 30- minute unpaid meal break in each shift; break scheduled before five consecutive hours of work.
Workplace	Office-based, with visits to housing properties across the Comox Valley; occasional pre-approved evening or weekend work.
Reports to	Executive Director; coordinates resident-related operational priorities with the Housing Coordinator.
Pay	\$26.50/hour, increasing to \$28.00/hour following successful completion of the three-month probationary period.
Vehicle allowance	\$70 biweekly when a personal vehicle is used for approved work duties.
Leave and holidays	Vacation, vacation pay, sick leave and statutory holiday entitlements under BC Employment Standards; statutory holiday pay when eligible.
Anticipated start	November 30, 2026.
Funding	Funding availability and position continuation reviewed every six months; a funding review is not an automatic employment end date.

About the role

Dawn to Dawn works alongside people experiencing or at risk of homelessness to support housing stability, dignity, wellness and belonging. This position supports the coordination of assigned housing operations, practical property tasks and organizational administration. The work requires reliable follow-through and respectful relationships with residents, colleagues, service providers and community members. Responsibilities and priorities must remain achievable within 21 paid hours per week.

Responsibilities

- **Resident-centred housing operations.** Work alongside the Housing Coordinator to understand operational needs and coordinate appropriate, consent-informed access to homes. Track work orders, arrange approved inspections, contractors and minor repairs, follow up on completion, and communicate outstanding concerns promptly.
- **Unit readiness and property administration.** Support moves, inventory and key records, furnishings, supplies, unit preparation, and requested utility account setup, transfer or closure. Maintain accurate property records and action lists.
- **Financial and insurance documentation.** Collect and organize invoices, receipts, contractor records, property documentation and insurance-claim materials for review by the Executive Director and bookkeeper. Record approvals; do not authorize spending or settle claims outside delegated authority.
- **Organization administration.** Maintain accessible, secure electronic and paper records, calendars, reminders and correspondence. Prepare approved records for Board meetings, financial reviews, required filings and grant administration.
- **Community engagement, volunteers and events.** Complete assigned communications updates and materials; support volunteer recruitment administration, orientation, schedules, hours tracking, communications and recognition; coordinate approved event and meeting logistics.
- **Fundraising implementation.** Carry out assigned tasks within approved campaigns, including materials, acknowledgements, donation and sponsorship records, volunteer logistics, follow-up and event cost and labour-hour documentation. Fundraising strategy and commitments remain with the designated lead.
- **Communication and accountability.** Maintain clear task records and provide a concise weekly update on progress, unresolved needs, safety and privacy concerns, decisions required, and priorities that exceed available time.

How we work with people

Relationships, consent, cultural humility and respect guide our work. Residents have knowledge, strengths and agency in their own lives. Staff are expected to listen without judgment, explain processes clearly, protect personal information, honour reasonable

choices, recognize unequal power relationships and avoid making assumptions about identity, culture, disability, substance use or circumstances. Cultural safety is informed by the people receiving services, not something staff can declare on their behalf.

Staff may encounter distress, conflict or behaviour that is difficult to navigate. Staff should respond with calm communication, de-escalation, compassionate and consistent boundaries, and awareness of personal and others' safety. They must recognize the limits of their role and involve the Housing Coordinator or Executive Director when specialist support, complex decision-making or additional safety planning is needed. This position is not a clinical, case-management, emergency-response or after-hours crisis role.

Qualifications and experience

- **Experience with people and complex situations.** Demonstrated experience in housing, community services, property operations, nonprofit work or another setting involving people facing trauma, instability or complex circumstances. Examples of respectful de-escalation, sound judgment and appropriate boundaries are important.
- **Trauma-informed and culturally safer practice.** Working knowledge of trauma-informed approaches, cultural humility, anti-racism and the ongoing impacts of colonization; willingness to learn from Indigenous communities and reflect on assumptions and professional power.
- **Administrative and organizational skills.** Strong organization, scheduling, follow-through, recordkeeping and professional communication; comfort with email, shared electronic documents, office software, spreadsheets and basic invoice administration.
- **Ways of working.** Able to communicate clearly and compassionately; seek consent and clarification; protect confidentiality; work both independently and collaboratively; recognize limits; and raise concerns early.

Authority, boundaries and workload

The Executive Director sets overall assignments, approved budgets and workload limits. The Housing Coordinator identifies resident-related urgency and requests operational assistance. This role may arrange and follow up on approved routine tasks under established procedures. Decisions involving resident eligibility or case management, significant repairs, disputes, safety risks, confidential disclosures, legal commitments, insurance settlements or unapproved expenses must be referred to the appropriate lead.

Practical requirements and employment terms

- **Travel.** A reliable personal vehicle, appropriate driver's licence and insurance, and a satisfactory driver's abstract are required for authorized travel to properties and other local duties. Occasional approved transportation of participants may be requested only within applicable policy and insurance requirements.
- **Screening and training.** A satisfactory position-appropriate criminal record screening before starting; willingness to obtain first aid and mental-health first-aid training, with arrangements agreed during onboarding. Mandatory job-related training time is compensated as required by BC Employment Standards.
- **Equipment and expenses.** Organization phone, computer and business cards are provided. A \$70 biweekly vehicle allowance applies when a personal vehicle is used for approved work duties, subject to Society need. Approved travel between work locations counts as working time. Other approved work-related expenses are reimbursed under policy.
- **Schedule, probation and pay.** Anticipated start: November 30, 2026. Three 7.5-hour shifts weekly, each including a 30-minute unpaid, break taken before five consecutive hours of work (21 paid hours weekly). Three-month probation; hourly pay increases from \$26.50 to \$28.00 following successful completion. Compensation for all hours worked, overtime and required work-related training follows BC Employment Standards.
- **Vacation, sick leave and statutory holidays.** Vacation entitlement is two weeks after one year of employment and three weeks after five years, with corresponding minimum vacation pay of 4% and 6% of applicable wages. After 90 consecutive days of employment, eligible employees receive up to five paid sick days and three unpaid, job-protected sick days per calendar year. Statutory holiday pay is provided when the employee meets the applicable BC eligibility requirements.



- **Funding and employment.** Funding availability and position continuation are reviewed every six months; a review is not an automatic employment end date. Employment and any changes are subject to the written employment agreement and applicable BC employment law, including termination notice or pay when required.

Applying

Please email a résumé and brief introduction to director@dawntodawn.org. Creative submissions are welcome. Questions? Call 250-218-3752. We welcome applicants with professional, community or lived experience who can demonstrate the skills, judgment and boundaries needed for this role.