



**YMCA of  
Hamilton | Burlington | Brantford**

## Residence Manager

Hamilton Downtown YMCA  
79 James Street South  
Hamilton, Ontario  
L8P 2Z1

**Starting Salary:** Level 5 (\$50,000 to \$55,000)

**Position Status:** Full-Time

**Placement Start Date:** Immediate

**Benefits:** Group health and benefits plan, generous pension plan with employer matching and health and fitness membership

### **Nature & Scope:**

The Residence Manager provides overall leadership to a 174 room men's residence located within the Hamilton Downtown YMCA.

Under the general direction of the General Manager, the Residence Manager is responsible for all aspects of the housing operation of the Hamilton Downtown YMCA. The Residence Manager is responsible for ensuring that our diverse and dynamic living environment is safe, and secure and conducive to the needs of a diverse clientele. This includes working closely with community partners. The incumbent is required to manage this 24-hour operational area with effective business acumen, balanced with an appreciation for the need to demonstrate appropriate empathy based on individual situations as may be presented. This position requires the ability to manage a flexible work schedule including evenings, weekends, and holidays.

### **Responsibilities:**

#### **Establish & Maintain a Respectful Living Environment**

- Manage all aspects of the residence operations including the admissions process, room assignments, occupancy rate management, fee collection, and front desk services;
- Responsible for maintaining records, statistical tracking and financial records
- Oversee contract services to ensure that the best interests of the residence are being met;
- Develop & manage annual operating budgets;
- Establish & foster a positive customer service-based culture with a strong focus on equity, diversity and inclusion;
- Develop and oversee residence policies;
- Orchestrate the successful move-in & orientation of residents while ensuring maximum occupancy;
- Manage projects and partnerships with internal and external stakeholders using a resident-centered approach to contribute to the overall improvement and efficiency of the residence operations and facilities including mental health and addiction support
- Support grant writing and funding resources

## Apply Now:

If you are interested in this position, please submit your letter of application and resume, along with salary expectations, by **January 9, 2023** attention:

Ashley Laing, General Manager,  
Hamilton Downtown Family YMCA

[Ashley.Laing@ymcahbb.ca](mailto:Ashley.Laing@ymcahbb.ca)

We thank all applicants, however, only those considered for an interview will be contacted.

## Accessibility:

The YMCA of Hamilton/Burlington/Brantford is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the *Accessibility for Ontarians with Disabilities Act (AODA)* and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. Should you require any accommodation throughout the recruitment process please do not hesitate to contact our Human Resources Department.

The YMCA of Hamilton/Burlington/Brantford is an equal opportunity employer.



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## Responsibilities continued:

### **Human Resource Management & Development**

Manage a diverse team of full and part time personnel to ensure a high level of performance through effective recruitment, selection, training, motivation, professional development & evaluation;

- Ensure that staff have been trained in established emergency response procedures and health and safety policies;
- Provide after-hours support to a 24-hour operation, including responding to after-hours phone calls as may be required

### **Qualifications:**

- Exceptional written and verbal communications skills
- Excellent problem solving/conflict resolution skills
- Superior judgment and decision-making skills
- Experience training, supervising and motivating a diverse team
- Strong budget management skills
- Understanding of regulatory requirements for housing, including Building and Fire Codes, W.H.M.I.S., the Occupational Health & Safety Act, Human Rights legislation, Health and Safety, and AODA
- Experience working with StarRez is considered an asset.
- AVOCADO knowledge and Database management is an asset
- Must provide a current Police Records Check as per the Association's policy

### **Competencies:**

#### **Commitment to Organization Vision and Values**

Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes, and values of the YMCA

#### **Initiative**

Does the right thing at the right time without being asked.

#### **Communication:**

Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.

#### **Diversity**

Appreciates that people with different opinions, backgrounds and characteristics bring richness to the YMCA.

#### **Conflict Resolution:**

Assess the conflict situation and exercises good judgement in recommending solutions in an ethical manner.

## Why Work for the YMCA?

As a charitable organization, the YMCA values the contributions of its diverse teams. We recognize the importance of providing meaningful opportunities that allow employees to grow and thrive. At the YMCA of Hamilton/Burlington/Brantford in addition to fair wages, we offer a complimentary general membership with additional options for family participation. A comprehensive benefits program is also available to employees including a competitive and robust pension program. YMCA Employees enjoy a generous vacation entitlement that increases with seniority, as well as other paid entitlements. All employees have access to an Employee Assistance Program which provides confidential counseling and referral services as well as preventative education. Additionally, the YMCA understands the holistic needs of its employees is equally important and attempts to support these goals by offering a variety of staff discounts on the programs and services that support good health and strong families. We look forward to welcoming you to the YMCA.



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### **Internal Applicants:**

The YMCA of Hamilton/Burlington/Brantford encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation to submit their application.

Please note that in so doing, the YMCA of Hamilton/Burlington/Brantford reserves the right to contact the applicable YMCA or YMCA-YWCA for purposes of seeking an employment reference throughout the recruitment process.

Please ensure that prior to submitting your application that you have disclosed to your current supervisor, your intention to submit your application. By submitting your application, you understand and agree to allow the YMCA of Hamilton/Burlington/Brantford to contact your current Association.

Our approach to personal balance and flexibility supports employees to devote time to personal matters. At times, the organizational business needs that arise will require employees to work beyond their normal work schedule in order to fulfill accountabilities required in relation to their job specific function. Together with our employees, the YMCA will work towards maintaining balance and fairness.

## **Organizational Overview:**

As one of the largest charitable community service organizations in Canada, the YMCA of Hamilton/Burlington/Brantford responds to critical social needs in the community and works to provide solutions. By nurturing the potential of children, youth, and adults, the YMCA connects people to life-building opportunities, to each other and enhances their quality of life. We foster social responsibility and healthy living. The YMCA works collectively with community partners that share the YMCA's determination in strengthening the foundations of community for all people.

This position requires a commitment to the YMCA mission and core values of: Belonging, Caring, Honesty, Respect and Responsibility as well as, a commitment to building developmental assets in children and adults. All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton/Burlington/Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire.



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