

## Guest Services Night Staff

Compassion House Foundation has been supporting women from Central and Northern Alberta on their cancer journey since 2002. Relying on committed donors, keen volunteers and skilled staff, the Foundation has served over 1,779 guests from 290 communities. The Foundation is seeking a skilled Guest Services staff to support the evening operations.

**Vision:** Compassion House Foundation strives to ease the distress of the cancer journey for women.

**Mission:** Compassion House Foundation supports women who must leave their homes for cancer care.

**Values:** Compassion, Community, Respect, Sustainability, Understanding, Excellence

### Position Summary

Guest Services Night Staff reports to the Chief Operations and Financial Officer through the Guest Services Manager and is responsible for providing support to guests of Sorrentino's Compassion House and light housekeeping for Sorrentino's Compassion House.

The night shifts are 8-hours from midnight – 8:00 a.m. totalling 72 hours in a two-week period. This temporary contract position pays \$21.00 per hour and runs from October 2 to November 29, 2022 with the potential for additional floater shifts beyond the end of the contract.

### Key Responsibilities

Guest Services staff is responsible for the operation of Sorrentino's Compassion House and the well being of its guests, in the evening hours.

- Interact with guests and respond to any queries. Ensure the guest stay is comfortable and positive.
- Maintain house security – securing the house, monitoring the house and yard.
- Light housekeeping duties as required.
- Investigate and respond to complaints of noise, disturbances by house guests.
- Ensure the house rules are adhered to in a diplomatic and tactful manner.
- Open communication with Compassion House Foundation staff related to any house or guest issues.
- Provide a response to emergency situations and create incident reports when necessary.
- Complete guest check in's, orientation and check out's as necessary.
- Complete nightly log and other reports as required.
- Provide written and verbal shift report.

## Key Competencies

- Must have a clear desire to support individuals who are facing cancer treatment.
- Demonstrated commitment to the mission and values of the Foundation.
- You will be friendly, flexible, enthusiastic, self motivated and passionate about the work of the Foundation.
- You understand and demonstrate strong professional boundaries.
- You have high quality written and verbal communication skills to ensure seamless communication with staff and guests.
- Comfortable with computers and using Microsoft Office.
- As shifts will vary, you must be available to work weekends and weekday nights.
- You are detail orientated, have excellent observation skills and demonstrate a strong work ethic.
- You are able to work with no supervision.
- Basic first aid training would be an asset.

Please note that successful applicants will be required to provide a Vulnerable Sector check and Police Information Check.

Please send your resume to [info@compassionhouse.org](mailto:info@compassionhouse.org).