



EMPLOYMENT OPPORTUNITY

Just Like Home Lodge Coordinator Full-Time

POSTING NO: 2026-19

POSTING DATE: May 21, 2026

POSTING EXPIRY DATE: June 11, 2026, at 4:00 p.m.

Anticipated start date is August 2026

The Strathcona Regional District is seeking a compassionate, organized, and service-oriented professional to join the new **Just Like Home Lodge** in Campbell River as the **Just Like Home Lodge Coordinator**.

Just Like Home Lodge provides welcoming accommodations in Campbell River for healthcare professionals and those travelling for medical care and specialized services unavailable in their home communities. Just Like Home Lodge is designed to create a safe housing environment with comfort, connection, and support. It is more than just a place to stay.

As the **Just Like Home Coordinator**, you will oversee the day-to-day operations of the lodge and the housing for healthcare professionals, helping to create a safe, clean, and caring environment where guests feel genuinely welcomed.

This is an exciting opportunity to help shape a new community-focused service from the ground up, while making a meaningful difference in people's lives.

WHAT YOU'LL DO

- Coordinate the daily operations of a ten-room patient and family lodge as well as a twenty-unit healthcare professional housing facility
- Welcome guests and healthcare professionals by managing check-ins, check-outs, orientations, and room assignments
- Maintain a warm, professional, and supportive guest experience
- Oversee online reservations, referral bookings, occupancy records, and related administrative functions
- Ensure guest rooms, housing units, kitchens, and common areas are clean, organized, safe, and well stocked
- Coordinate schedules and support for Lodge Hosts and volunteers
- Act as the primary public-facing contact for the Lodge and healthcare professional housing accommodations
- Support supply purchasing, inventory control, and coordination of maintenance and service needs
- Respond professionally, compassionately, and confidentially to guest questions and concerns

WHAT YOU BRING

You are someone who enjoys helping others and takes pride in creating welcoming and well-organized spaces. You bring a calm, professional approach and thrive in environments where no two days are the same.

Qualifications include:

- Excellent customer service and interpersonal skills
- Strong verbal and written communication abilities
- Proven organizational skills with the ability to manage multiple priorities
- Ability to work independently and collaboratively in a team environment
- Sound judgment, professionalism, discretion, and confidentiality
- Flexibility and adaptability in a busy environment with frequent interruptions
- Experience in hospitality, accommodations, hotel operations, or a related field
- Experience with booking systems, scheduling software, and general office technology is considered an asset

WHY JOIN US

Be part of a supportive, professional team to contribute to an important local project and community engagement:

- Competitive hourly wage of **\$34.59 – \$39.67**
- Comprehensive benefits package with 100% employer-paid health benefits
- Municipal Pension Plan enrollment
- Meaningful and rewarding work that supports community wellbeing
- Opportunity to contribute to the successful launch of a new facility and service

HOW TO APPLY

Please submit your **resume and cover letter** quoting *Posting #2026-19 – Just Like Home Lodge Coordinator* to hr@srd.ca or upload your application directly on the Career portal at srd.ca/careers.

We thank all applicants for their interest, and we will contact only those selected for an interview. The successful candidate will be required to complete a satisfactory review through the Criminal Records Review Program as a condition of employment.

Just Like Home Lodge
justlikehomecr.ca

**Located near the Campbell River
Hospital - 541 2nd Ave**

Health Professionals Housing
srd.ca/hph

We respectfully acknowledge that both facilities are located on the traditional unceded territory of the Ligwilda'xw people.



Just Like Home Lodge Coordinator

JOB SUMMARY

Reporting to the Manager, Strategic Initiatives, the Just Like Home (JLH) Lodge Coordinator at Just Like Home Lodge plays a vital role in providing a haven for patients and their loved ones travelling to Campbell River for specialized care or procedures unavailable in their home communities. The Coordinator also supports the day-to-day operations of the housing units for health professionals coming to Campbell River.

This position supports our mission to make Just Like Home a “home-away-from-home,” where guests can find comfort, support one another, and connect through shared experiences during times of need. The Lodge Coordinator is responsible for overseeing the lodge's daily operations, including housekeeping, guest services, facility management, and housing support for healthcare professionals. This role ensures a safe, clean, and welcoming environment, manages room turnover, coordinates supplies, supports volunteers, and maintains service excellence consistent with the values of hospitality and care.

JOB DUTIES and RESPONSIBILITIES

Guest Services & Lodge Operations

- Oversee daily operations of a ten-room lodge, including guest check-in/out, room assignments, and orientation.
- Serve as the primary contact for healthcare professional tenants regarding inquiries about housing, leases, payments, or unit rules.
- Maintain records of occupancy, room status, and guest/tenant interactions.
- Maintain a positive, respectful, and supportive environment for all guests and tenants.
- Collaborate with and support volunteers in day-to-day activities.
- Maintain waiting lists and tenant files when units are full.

Housekeeping & Facility Oversight

- Ensure guest rooms, healthcare professional units, and common areas are clean, well-stocked, and maintained to high standards.
- Monitor and coordinate laundry services, linens, and supply levels; order replacements as required.
- Conduct routine inspections of rooms, kitchens, lounges, hallways, and public spaces.
- Document maintenance or repair needs for follow-up by management.
- Conduct move-in and move-out inspections of healthcare professional units and document condition.
- Support operational readiness of guest rooms and healthcare professional housing units to ensure timely occupancy transitions, including responding to short turnaround timelines between stays.
- Coordinate and oversee turnover preparation for healthcare professional housing units between stays, including arranging cleaning, maintenance, painting, or repair services as required.
- Liaise with contractors and service providers, including scheduling access to units and confirming work completion within operational timelines.
- Provide hands-on operational support during high-turnover periods or staffing shortages, including assisting with room preparation, housekeeping tasks, laundry coordination, and setup activities as required.

Administration & Supplies

- Maintain online and referral bookings using proprietary reservation software.
- Under the direction of the Manager, coordinate scheduling of Lodge Hosts and volunteers and ensure replacement coverage for call outs and shift vacancies
- provide coverage during peak workloads, in case of emergencies, and shift vacancies
- Track and maintain inventory of supplies, linens, and cleaning products.
- Process guest payments and healthcare professional rental payments as required.
- Issue receipts for payments.
- Maintain accurate occupancy and operational records, including move-in/move-out dates, lease agreements, and financial records for tenants.
- Prepare daily/weekly occupancy and operational reports for management.

Health, Safety & Emergency Procedures

- Ensure compliance with workplace safety, infection control, and fire safety standards.
- Act as on-site contact for emergencies in both JLH and healthcare professional housing, coordinating with hospital security or maintenance as required.
- Maintain up-to-date knowledge of evacuation, emergency, and safety procedures.
- Monitor compliance with property policies (noise, parking, waste disposal, and building rules).
- Ensure the safety of occupants and the building by verifying registered guests and visitors.
- Participate as a member of the Joint Health and Safety Committee.

EDUCATION and EXPERIENCE

- Diploma/certificate in hospitality, hotel management, facility operations, or related experience.
- Minimum 3 years of experience in housekeeping supervision, hotel/lodge operations, or residential facility coordination.
- Knowledge of cleaning standards, infection control, and occupational health and safety practices preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Strong organizational and interpersonal skills with the ability to manage daily operations.
- Excellent communication and customer service skills.
- Ability to train, supervise, and motivate staff and volunteers.
- Competence in scheduling, inventory control, and basic record-keeping.
- Proficiency in Microsoft Office; familiarity with property management/booking systems is an asset.
- Ability to balance administrative coordination with hands-on operational support in a hospitality-style environment.
- Friendly and professional demeanour in public interactions.
- Flexibility to work evenings, weekends, holidays, and on-call as required.

WORKING CONDITIONS

- Lodge environment near hospital facilities.
- Hands-on role requiring mobility, lifting (up to 25 lbs), bending, and standing for extended periods.
- Exposure to cleaning and laundry chemicals.
- Direct contact with guests and healthcare professional tenants experiencing stress related to medical or work circumstances.

PREFERRED LICENSES, CERTIFICATES, AND REGISTRATIONS

- Emergency First Aid and CPR

- Food Safe
- Hospitality Certification

OTHER

- Able to work a variety of hours and shifts, including but not limited to evenings, weekends, and holidays