

EMPLOYMENT OPPORTUNITY

Just Like Home Lodge Host Part time (overnight shift)

POSTING NO: 2026-31

POSTING DATE: July 24, 2026

POSTING EXPIRY DATE: until filled

Anticipated start date is August 2026

The Strathcona Regional District is seeking a compassionate, service-oriented individual to join the team at the new **Just Like Home Lodge** in Campbell River as **Lodge Host**.

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 a Lodge Host, you will play an important frontline role in creating a safe, clean, and welcoming environment for guests while supporting the Lodge's daily operations. This hands-on role combines guest services, housekeeping coordination and service, facility support, and hospitality-focused care.

If you are someone who enjoys helping others, takes pride in maintaining welcoming spaces, and thrives in a team oriented environment, we encourage you to apply.

WHAT YOU'LL DO

- Welcome guests and support daily lodge operations, including guest check-in/check-out, room assignments, and orientations
- Provide reception services, including answering phones, responding to emails, and assisting with general inquiries
- Complete cleaning of guest rooms, kitchens, lounges, and common spaces
- Complete cleaning and turnover of healthcare professional housing units and common spaces
- Foster a respectful, caring, and supportive environment for guests and families

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 with a demonstrated background in hospitality.

Qualifications include:

- Minimum one year of experience in hospitality, housekeeping, lodge/hotel operations, residential services, or a related environment
- Strong customer service and interpersonal skills

The following certifications are considered assets:

- Basic First Aid
- Food Safe

ADDITIONAL INFORMATION

This is a hands-on role within a lodge environment located near hospital facilities and may include:

- Walking, standing, bending, stair use, and lifting up to 25 lbs
- Exposure to cleaning and laundry products
- Direct interaction with guests experiencing medical or personal stress
- Day, afternoon, overnight, weekend, holiday, and on-call shifts as required

Shift Schedules Include:

- **Overnight Shift:** 11:30 p.m. – 7:30 a.m. (three days on / three days off rotation)

WHY JOIN US

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

- Competitive hourly wage of **\$31.11 – \$35.70**
- Additional 16% instead of benefits and vacation pay
- 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 #2026-31 – Just Like Home Lodge Host 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 Host

JOB SUMMARY

Reporting to the Manager, Strategic Initiatives, and working under the supervision of the **Just Like Home Coordinator** at **Just Like Home Lodge**, the Lodge Host plays a vital role in providing a haven for patients and loved ones travelling to Campbell River for specialized care or procedures not available in their home communities.

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 Host is responsible for housekeeping, guest services, and facility management. This role ensures a safe, clean, and welcoming environment by managing room turnover, coordinating supplies, working with volunteers, and maintaining service excellence consistent with the values of hospitality and care.

JOB DUTIES and RESPONSIBILITIES

Guest Services & Lodge Operations

- Maintain daily operations of a ten room lodge, including guest check-in/out, room assignments, and orientation.
- Provide reception services including phones, emails, and general inquiries.
- Ensure a welcoming, respectful, and supportive environment for all guests.
- Respond to guest requests, concerns, and inquiries promptly and effectively.
- Maintain records of occupancy, room status, and guest interactions.
- Collaborate with and support volunteers in day-to-day activities.
- Follow the daily shift tasks from the Just Like Home Coordinator
- Provide basic support and assistance to healthcare professional housing occupants, including responding to inquiries and directing concerns appropriately.
- Assist with after-hours guest arrivals and same day accommodation requests, including confirming room availability and facilitating bookings in accordance with established procedures.

Housekeeping & Facility Oversight

- Clean and prepare guest rooms, healthcare professional housing units, and common areas to ensure safe, welcoming, and high quality accommodations.
- Complete cleaning and turnover of healthcare professional housing units and common spaces
- Monitor and coordinate laundry services, linens, and supply levels; order replacements as required.
- Conduct routine inspections of rooms, kitchens, lounges, and public spaces.
- Report any repairs and maintenance required to the House Coordinator and act as the point of contact for after hour emergency repairs for the health professional housing
- Assist with turnover cleaning and preparation of healthcare professional housing units between occupants.
- Identify and report maintenance, safety, or housekeeping concerns within both the Lodge and healthcare professional housing units.
- Coordinate urgent service requests or contractor access after-hours, as required and in consultation with the Just Like Home Coordinator.

Administration & Supplies

- Maintain online and referral bookings using proprietary reservation software.
- Process guest payments in accordance with established procedures.

- Track and maintain inventory of supplies, linens, and cleaning products.
- Support a culture of teamwork, respect, and service excellence.

Health, Safety & Emergency Procedures

- Ensure compliance with workplace safety, infection control, and fire safety standards.
- Act as on-site contact for emergencies, coordinating with the House Coordinator, hospital security or maintenance as required.
- Maintain up-to-date knowledge of evacuation, emergency, and safety procedures.
- Ensure the safety of occupants and the building by verifying registered guests and
- Ensure staff follow health, safety, and infection-control procedures.
- Perform other related duties as assigned

EDUCATION and EXPERIENCE

- Minimum 1 year 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

- Organizational and people skills with the ability to manage daily operations.
- Excellent interpersonal, communication, and customer service skills.
- Competence in scheduling, inventory control, and basic budgeting.
- Proficiency in Microsoft Office; familiarity with property management/booking systems is an asset.
- Ability to work in a fast-paced environment, balancing multiple responsibilities.
- 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, including stairs, lifting (up to 25 lbs), bending, walking and standing for extended periods.
Exposure to cleaning and laundry chemicals
- May require evening, weekend, and on-call availability.
- Direct contact with guests experiencing stress related to medical circumstances.

PREFERRED LICENCES, CERTIFICATES AND REGISTRATIONS

- Emergency First Aid and CPR
- Food Safe
- Hospitality certification

OTHER

Ability to work a rotating shift schedule with a paid on-site meal break:

- Day shift 7:30a-3:30p alternating weekends
- Afternoon Shift 3:30p-11:30p alternating weekends
- Overnight shift 11:30 p.m.- 7:30 a.m., three days on/three days off rotating schedule