Evening/Overnight Support and Security (Casual)

The Southdown Institute (Southdown) is a recognized industry leader in the provision of integrated mental health services. We are dedicated to clinical and organizational excellence in providing preventative and restorative care, using the best of psychological science and practice integrated with the wisdom of the Catholic spiritual tradition. Our highly experienced multidisciplinary team is dedicated to helping our clients find healing and well-being.

Southdown is located in Holland Landing (York Region), ON, and is accessible from the GTA or Simcoe County. Our award-winning, fully accessible facility is located in a setting of natural beauty on 37 private acres. Southdown provides a welcoming and supportive environment conducive to healing and well-being of body, mind, and spirit.

Position Summary:

We are seeking to fill a casual position of Evening/Overnight Support and Security.

The successful candidate will be responsible for maintaining a safe, secure, and welcoming environment for residents, staff, and guests during evening and overnight hours. Responsibilities include monitoring building security, responding to resident needs, receiving and directing visitors and telephone calls, conducting regular security rounds, and providing general facility support.

Compensation:

Salary: $22.00 per hour

Schedule:

Casual, as required, with shifts generally scheduled during one of the following periods:

- Evening: 4:00 p.m. to 12:00 a.m.
- Overnight: 12:00 a.m. to 8:00 a.m.

There are no guaranteed or regularly scheduled hours. Shifts are offered based on operational needs and employee availability, including coverage for vacation, illness, leaves of absence, and other staffing requirements.

Responsibilities:

1. Maintain an environment conducive to healing, safety, and security throughout evening and overnight hours.
2. Remain awake, alert, and actively engaged throughout the entire shift while performing assigned duties.
3. Graciously receive and welcome all visitors and approved arrivals, ensuring appropriate direction and assistance.
4. Receive, screen, and route incoming telephone calls to residents or staff, as required.
5. Monitor and record resident movement, including exits from and returns to the building or grounds.
6. Conduct regular scheduled rounds of the building and ensure all exits are secured.
7. Monitor building security systems, alarms, and mechanical systems and promptly report any irregularities.
8. Provide safe escort support for staff when required.
9. Observe and document noticeable changes in resident behaviour or demeanour and notify clinical staff, as appropriate.
10. Provide calm and compassionate support to residents experiencing distress or crisis situations during evening and overnight hours, escalating to on-call staff or emergency services when necessary.
11. Offer practical assistance to residents during evening and overnight hours in coordination with nursing or on-call staff.

12. Respond promptly to facility or mechanical issues by notifying the appropriate internal or external service providers.
13. Maintain accurate logs and documentation of evening and overnight activities, incidents, and observations.
14. Respond to operational needs, including transportation coordination and guest arrivals or departures, as required.
15. Perform light clerical and housekeeping duties, including cleaning and tidying office areas, washing and putting away dishes, removing garbage and recycling, and maintaining the general cleanliness and order of shared spaces.
16. Maintain appropriate professional boundaries with residents and guests at all times.
17. Safeguard the privacy and confidentiality of all staff and clients.
18. Promote a culture of health and safety throughout the organization.
19. Perform other duties as requested.

Qualifications:

- Experience in reception, security, healthcare, or a residential support environment.
- Demonstrated ability to remain alert, focused, and responsive throughout evening and overnight shifts.
- Strong judgment, maturity, and ability to respond calmly and appropriately in emergency situations.
- Flexibility and availability to provide casual evening and overnight coverage based on operational needs.
- Current CPR certification.
- First Aid certification or willingness to obtain.
- Ability to operate a switchboard, intercom, and basic office equipment.
- Ability to work independently and exercise sound judgment with minimal supervision.
- Ability to work effectively within a team environment.
- Demonstrated reliability, punctuality, and consistency in a position requiring evening and overnight responsibility.
- Recent Criminal Record Check required (including Vulnerable Sector Check, if applicable).

Physical Requirements:

- Work occurs in a public-facing environment with limited privacy.
- Primary work location is the reception/front desk area.
- Ability to remain awake, alert, and actively engaged throughout the entire shift.
- Ability to respond promptly to resident needs or facility concerns during evening and overnight hours.
- Walking required for building rounds and security checks.
- Occasional bending, stretching, and lifting (up to approximately 15–20 lbs).

Application Process:

To apply for this position, please email or mail your resume and any supporting materials to:

Email: hrahimi@southdown.on.ca
Mail: Housai Rahimi
Human Resources
The Southdown Institute, 18798 Old Yonge Street, Holland Landing, ON L9N 0L1

We thank all applicants for their interest; however, only those applicants selected for interviews will be contacted.

We are committed to equity, value diversity, and welcome applicants from diverse backgrounds and faiths.