CUSTODIAN

Regeneration Outreach Community

Reports to: Director of Operations

About Regeneration Outreach Community

Regeneration Outreach Community serves individuals and families in Brampton who are experiencing homelessness, poverty, food insecurity and social isolation. We believe every person has inherent worth and deserves to be treated with dignity, experience belonging, find stability and discover renewed hope.

Our work is rooted in the call to care for those in need:

“For I was hungry, and you fed me. I was thirsty, and you gave me a drink. I was a stranger, and you invited me into your home. I was naked, and you gave me clothing. I was sick, and you cared for me.”

Matthew 25:35–36

Our Vision

A community where each person is valued, loved and empowered to thrive with dignity and hope.

Our Mission

Guided by Love, Integrity, Hope and Hospitality, Regeneration Outreach Community provides essential care, compassionate support and pathways toward stability.

Our Values

- Love: We demonstrate compassion, empathy and kindness in every interaction.
- Integrity: We act with honesty, accountability and excellence in all we do.
- Hope: We believe in the inherent worth of every individual and the possibility of positive change.
- Hospitality: We create welcoming spaces where everyone experiences dignity, respect and belonging.

Position Summary

The Custodian plays an essential role in maintaining clean, safe, welcoming and well-organized facilities at Regeneration Outreach Community.

Reporting to the Director of Operations, the Custodian is responsible for the daily cleaning, sanitization, general upkeep and security of Regeneration's facilities. The position supports the effective delivery of programs and services by ensuring that guest areas, washrooms, showers, laundry facilities, kitchens, offices and other shared spaces are maintained to appropriate standards of cleanliness, safety and readiness.

The Custodian also assists with facility setup, minor maintenance, seasonal property care and coordination with staff and volunteers.

Through attention to detail, reliability and a commitment to excellence, the Custodian contributes to an environment where guests, volunteers and staff experience dignity, safety and hospitality.

Key Areas of Accountability

1. Building Operations and Facility Readiness

- Ensure facilities are clean, organized, safe and ready for daily programs and services.
- Set up and take down tables, chairs and equipment for meetings, special events, volunteer activities and program needs.
- Prepare rooms and shared spaces according to scheduled activities and staff instructions.

- Monitor building conditions, including lighting, heating and cooling, and report concerns to the Director of Operations.
- Assist with minor facility maintenance and repairs within the scope of the position.
- Identify building deficiencies and communicate maintenance requirements promptly.

2. Cleaning and Sanitization

- Perform daily and scheduled cleaning duties, including sweeping, vacuuming, mopping, dusting and disinfecting.
- Clean and sanitize high-touch surfaces, including door handles, counters, tables, railings and shared equipment.
- Maintain cleanliness in dining areas, guest spaces, offices, hallways, entrances and common areas.
- Follow established cleaning and sanitization procedures, including appropriate infection prevention practices.
- Complete periodic deep-cleaning tasks as directed.
- Maintain cleaning equipment in safe and proper working condition.
- Ensure cleaning tasks are completed efficiently and consistently according to established schedules and standards.

3. Washrooms, Showers and Laundry Facilities

- Clean and sanitize guest, staff and volunteer washrooms regularly throughout the day.
- Maintain showers and laundry areas to ensure they remain clean, safe and ready for use.
- Replenish toilet paper, paper towels, soap and other hygiene supplies.
- Monitor washrooms and shared facilities for cleanliness, damage, maintenance issues and potential safety concerns.
- Follow established procedures when cleaning areas where bodily fluids, hazardous materials or other potentially unsafe conditions are present.
- Respect guest privacy and dignity while performing cleaning duties.

4. Waste Management and Property Maintenance

- Collect, separate and dispose of garbage, recycling and organic waste according to established procedures.
- Empty waste receptacles throughout the facilities and maintain clean waste collection areas.
- Support Regeneration's waste reduction and environmental sustainability initiatives.
- Maintain cleanliness around building entrances, sidewalks, loading areas and exterior property.
- Remove snow and apply salt or other approved de-icing materials to designated walkways and entrances during winter months.
- Identify and report outdoor hazards that may affect guest, volunteer or staff safety.

5. Safety and Security

- Ensure assigned doors, windows and access points are secured when required.
- Arm and disarm security systems according to established procedures and authorization.
- Identify and promptly report safety hazards, security concerns and facility deficiencies.
- Follow Regeneration's health and safety policies, emergency procedures and workplace protocols.
- Use cleaning products, chemicals and equipment safely in accordance with WHMIS requirements and manufacturer instructions.
- Wear appropriate personal protective equipment when required.
- Report accidents, incidents, unsafe conditions and equipment failures promptly.
- Maintain clear emergency exits, hallways and accessible entrances.
- Respect established procedures for responding to challenging situations involving guests, referring concerns to appropriate frontline staff rather than intervening beyond the scope of the role.

6. Communication and Team Support

- Maintain effective communication with the Director of Operations and other staff regarding facility needs and priorities.
- Respond promptly to facility-related requests and concerns during scheduled working hours.
- Answer designated facility-related telephone calls or communications when assigned.
- Assist program staff with setup, cleanup and other operational requirements.
- Coordinate and support volunteers assigned to cleaning or facility-related tasks.
- Provide clear instructions to volunteers and ensure tasks are completed safely and appropriately.
- Work collaboratively with staff, volunteers and external service providers to support smooth daily operations.
- Demonstrate flexibility in responding to changing operational needs.

7. Supplies and Equipment Management

- Monitor inventory levels of cleaning supplies, paper products, hygiene supplies and related materials.
- Notify the Director of Operations when supplies require replenishment.
- Store cleaning chemicals, equipment and supplies safely and securely.
- Maintain organized custodial storage areas.
- Use supplies responsibly and support cost-effective facility operations.
- Report damaged or malfunctioning equipment requiring repair or replacement.

Organizational Responsibilities

As a member of the Regeneration Outreach Community team, the Custodian is expected to:

- Personally embrace and actively support Regeneration's mission, vision and core values of Love, Integrity, Hope and Hospitality.
- Treat every guest, volunteer, staff member and community partner with dignity, compassion and respect.
- Contribute to a welcoming environment where individuals experiencing homelessness, poverty and social isolation feel valued and safe.
- Demonstrate professionalism, dependability, accountability and a willingness to serve.
- Maintain appropriate professional boundaries with guests and volunteers.
- Protect confidential information relating to guests, staff, volunteers and organizational operations.
- Follow all organizational policies, procedures and health and safety requirements.
- Participate in staff meetings, training and professional development activities as required.
- Support a positive workplace culture characterized by teamwork, mutual respect and a shared commitment to serving the community.

Qualifications and Experience

- Previous custodial, janitorial, building maintenance or related experience preferred.
- Experience working in a community service, nonprofit, institutional or high-traffic facility is an asset.
- Knowledge of cleaning techniques, sanitation procedures and safe handling of cleaning products.
- Familiarity with WHMIS and occupational health and safety practices, or willingness to complete required training.
- Ability to operate standard custodial equipment safely and effectively.
- Basic knowledge of building maintenance and facility security procedures.
- Ability to follow written and verbal instructions.
- Strong organizational and time management skills.
- Ability to work independently while contributing effectively to a team.
- Commitment to Regeneration's mission and values.

Key Skills and Competencies

Attention to Detail: Maintains high standards of cleanliness, organization and safety throughout assigned facilities.

Reliability and Accountability: Demonstrates punctuality, consistency and ownership of assigned responsibilities.

Hospitality and Compassion: Understands that clean, welcoming spaces contribute directly to the dignity and well-being of Regeneration's guests.

Communication: Communicates clearly, respectfully and professionally with staff, volunteers, guests and service providers.

Initiative and Problem-Solving: Identifies facility needs and takes appropriate action within established responsibilities.

Teamwork and Flexibility: Works cooperatively with others and adapts to changing program and operational priorities.

Safety Awareness: Recognizes potential hazards and consistently follows established safety practices.

Confidentiality and Discretion: Demonstrates sound judgment when handling sensitive information or situations.

Physical Requirements and Working Conditions

- Ability to stand, walk, bend, kneel, reach and perform repetitive physical tasks throughout the workday.
- Ability to lift and carry items weighing up to 50 pounds, using appropriate safe lifting practices and assistance when required.
- Ability to move tables, chairs, cleaning equipment and supplies safely.
- Ability to perform outdoor duties in varying weather conditions, including snow removal and winter property maintenance.
- Comfortable working in active community service environments with frequent interaction with guests, staff and volunteers.
- Ability to work flexible hours when required to accommodate facility operations, special events or seasonal needs.
- Must be able to safely perform the essential duties of the position, with reasonable accommodation where applicable.

Confidentiality and Professional Conduct

The Custodian may encounter sensitive or confidential information concerning guests, staff, volunteers and organizational operations.

The successful candidate must demonstrate discretion, sound judgment and respect for privacy at all times. Confidential information must not be disclosed except as authorized by organizational policy or required by law.

All interactions must reflect Regeneration's commitment to dignity, compassion, professionalism and respect.

General Statement

The responsibilities outlined above describe the general nature and level of work associated with this position. They are not intended to represent an exhaustive list of all duties, responsibilities, qualifications or working conditions.

Additional duties may be assigned by the Director of Operations based on the evolving operational needs of Regeneration Outreach Community.