



WHOLE WAY HOUSE
RECONNECT. REBUILD. RECENTER

Executive Assistant Job Description

Feb 2026

Location: Vancouver, BC

Whole Way House

At Whole Way House, our mission is to build healthy communities in housing.

We provide community-building programs and tenant support services to low-income seniors, veterans, and vulnerable residents living in non-profit housing. Through strong partnerships with housing providers, we help reduce the risk of homelessness, improve quality of life, and rebuild a sense of belonging.

Whole Way House operates in the Downtown Eastside and across Vancouver, Burnaby, and Victoria.

Job Summary

Whole Way House Society is seeking a highly organized, professional, and warm Executive Assistant to support the President of our growing organization.

This is a key role for someone who thrives in a fast-paced environment with many moving parts, and who brings calm, structure, discretion, and follow-through to executive leadership support.

The Executive Assistant will provide a wide range of administrative and organizational duties including calendar and travel management, communications, grant writing, report and presentation preparation, financial tracking, event coordination, and fundraising support.

To thrive in this role a detailed understanding of Microsoft Office, Adobe DC, and Google Suite is required. This role requires excellent judgment, confidentiality, and the ability to move comfortably between community-based environments and formal settings such as donor dinners, partner meetings, and events.

Main Duties & Responsibilities

- Respond to telephone and email inquiries on behalf of the President
- Handle requests for information and data in a timely and professional manner
- Organize, maintain, and update the President's calendar, including scheduling and confirming meetings
- Prepare and support high-quality reports, presentations, briefing materials, written communications
- Support the Board of Directors with meeting coordination and planning, presentations, recording meeting minutes and assist with follow-up action items
- Maintain organized filing systems and document management (digital and physical)
- Support event planning, production, and coordination for functions, donor gatherings, and community events
- Assist with donor relations and fundraising activities, including preparation for meetings and events
- Provide basic financial administrative support, including preparing, processing, tracking, and reconciling invoices
- Assist with project-related purchases and procurement tasks
- Provide support with grant writing, reporting, and annual planning
- Work collaboratively with partner agencies, volunteers, staff, and tenants
- Support leadership with daily administrative tasks, errands, and coordination as needed
- Perform other duties as assigned

Requirements, Knowledge & Experience

- High school graduation and at least 1 year of post-secondary education



- Minimum 3 years of experience in an administrative role or as an Executive Assistant (non-profit experience preferred)
- Strong organizational skills with the ability to be flexible and adapt while managing multiple priorities and interruptions
- Excellent written and verbal communication skills
- Strong problem-solving ability and follow-through on initiatives
- Proficiency with Microsoft Office, Adobe DC, and Google Suite
- Ability to work effectively using both Mac and Windows operating systems
- Agreement with and commitment to Whole Way House's vision, mission and values
- Ability to maintain confidentiality and handle sensitive information ethically
- Valid Class 5 driver's licence preferred
- Willingness to complete relevant training and workshops as assigned

Behavioural Competencies

- **Adaptability & Flexibility** - able to adjust approach in changing and sometimes ambiguous situations
- **Self-Management** - maintains calm, tact, and professionalism under pressure
- **Teamwork & Cooperation** - works collaboratively across teams and partner organizations
- **Self-Care Awareness** - committed to ongoing professional and personal wellness in emotionally demanding work

Working Conditions

- **Work Location** - Primarily indoors, with occasional time spent outdoors in all types of weather
- **Physical Requirements** - Duties may require extended periods of standing and/or walking. Duties require occasional periods of pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, or crouching. Employees are required to look at a computer screen for up to 70% of the time. Must be able to lift up to 50 lbs occasionally and climb up to 9 flights of stairs. The employee is required to see, talk and hear
- **Work Environment** - This role involves working in community-based settings and supporting residents with diverse needs. Training and team support are provided.
- **Hours of Work** - Mostly regular business hours, with occasional evenings or weekends for events as required
- **Safety Requirements:** Criminal record check and current Driver's Abstract required
- **Hazards** - Job requires some interaction with the public, some of whom may be upset, abusive, and/or violent. Job requires working with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employees may be required to hear about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

Compensation & Hours

- Compensation Type: Hourly
- Starting Wage: \$27+/hour (dependent on experience)
- Hours: Part-time and full-time options available
- Location: Hybrid possible; based in DTES/Vancouver (exact location TBD)

How to Apply

Please email your resume and cover letter to: inquiries@wholewayhouse.ca

Learn more about our work at: www.wholewayhouse.ca