



# POSTING

## TENANT SUPPORT WORKER (Overnight Shift)

Permanent Full Time (35 hours per week) - 2 Positions  
(Midnight - 8AM, Sun. - Thurs.)

### Ted Kuhn Towers

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This position establishes positive relationships with a diverse tenant population including people who are at risk of homelessness, fleeing abuse, or challenged with medical, mental health or addictions issues. The TSW helps tenants overcome the various challenges that arise when living in a social housing environment. The position facilitates the development of personal support networks by utilizing supports within communities, family members, peer support initiatives, and self-help groups.

#### KEY DUTIES AND RESPONSIBILITIES

- Adheres to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- **Tenant Relations and Support:**
  - a. Work with families and individuals, as a member of a multi-disciplinary team, to promote a supportive community environment on each site;
  - b. Develop and facilitate access for tenants to social, occupational, spiritual, financial, intellectual, residential, recreational, and educational activities or programs;
  - c. Provide crisis intervention, information and assistance to help tenants meet their obligations and to facilitate access or follow through with available site and community resources.
  - d. Encourage the tenants to use available social, occupational, spiritual, financial, intellectual, residential, recreational and educational resources to reach their goals, ensuring services are culturally relevant to the individual tenant.
  - e. Provide assistance to tenants experiencing pest management problems and/or hoarding issues by engaging the tenants in problem solving discussions and offering emotional support;
  - f. Advise tenants on options and expectations concerning conflict resolution, breaches of tenancy agreements, and other tenancy-related issues;
  - g. Mediate disputes among tenants, with a view to helping tenants learn to problem-solve such disputes more independently;
  - h. Establish a positive working relationship with external agencies and other resources within the community;
  - i. Promoting a sense of security through “good neighbor” behaviours;
  - j. Working with Building Manager to ensure compliance with BC Residential Tenancy Act and program agreements;
  - k. Coordinating contingency services and providing non-violent crisis intervention and/or extraordinary services where indicated;

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

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committed to hiring a diverse workforce.

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- l. Knowledge of the integrated concurrent disorders recovery model for working with chronically homeless individuals; and
  - m. Patrol buildings and perimeter with a shift partner, as assigned, to ensure personal, building, and equipment security.
  - n. Watch for and report irregularities, such as security breaches, safety hazards, and emergency situations.
  - o. Contact emergency responders, such as police, fire, and/or ambulance personnel, as required.
  - p. Take advantage of down time or periods of less activity to perform a variety of cleaning and light maintenance duties to ensure cleanliness of facilities.
  - q. The primary roles include applying a compassionate and welcoming approach to tenant engagement strategies while monitoring the main front entrance and;
  - r. Preserve a high degree of professionalism in tenant relations, particularly with regard to confidentiality and the privacy and respect owed to individuals and families residing in Ted Kuhn
- **Information/Issues Management:**
    - a. Document substantive interactions with tenants as required for referral purposes and continuity of service delivery;
    - b. Implement client-centered service plans
    - c. Input data into OCS designated database systems to accurately outline updates, and current statuses of case management, and substantive interactions with tenants, and support agencies;
    - d. Participate and provide input to proposed Options policies, programs and courses of action.
  - **General:**
    - a. Work with site and management staff to problem-solve property management issues;
    - b. Participate in co-coordinating activities with and for tenants in conjunction with community development staff and community agencies;
    - c. Participate in regular multidisciplinary team meetings;
    - d. Collaborate with other Options staff when addressing issues related to tenants or the community;
    - e. Follow written and verbal directives from the immediate supervisor, executive director or designate.

## **QUALIFICATIONS**

### **Education, Training, and Experience**

- Certificate in Community Social Service Worker Program, or Community Mental Health Worker or in a related discipline; Or College diploma in a relevant discipline. An equivalent combination of education and experience acceptable to the employer may be considered.
- 2 years direct support or educational experience with individuals or families with multiple barriers to successful housing; Or minimum 3 years directly related work experience.
- Lived experience that facilitates greater degrees of understandings of challenges facing highly marginalized individuals will be considered an asset.

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## Job Skills and Abilities:

- Ability to apply a high degree of discretion in establishing supportive, trusting relationships with tenants while respecting the role and obligations of property management staff according to the Residential Tenancy Act;
- A basic understanding of Options Community Services Society and social housing programs, and their role in the social service system;
- Knowledge of current social issues such as poverty, homelessness, mental illness, addictions, domestic violence, child protection, et cetera;
- Knowledge of the integrated concurrent disorders recovery model for working with chronically homeless individuals.
- Demonstrated skills in crisis intervention, mediation and conflict resolution;
- Strong analytical and problem solving skills;
- Knowledge of the Residential Tenancy Act and applicable Health and Safety regulations;
- Excellent oral and written communication skills;
- Strong time management skills;
- Proficiency in basic computer skills and software such as Microsoft Office.
- Demonstrated ability to work with a diverse client base and with people who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health challenges, and/or addiction issues, and/or those who may be living with HIV/AIDS or other life-limiting or life-threatening conditions.
- Knowledge of the bio-psychosocial addictions model, including stages of change and harm reduction.
- Crisis Line experience an asset.

\* An eligibility list will be maintained for up to 6 months.

**WAGE INFORMATION:** Starting at \$24.40/hour (under review)

**CLOSING DATE:** JUNE 30, 2018

**PLEASE APPLY TO:** Email: [tk.employment@options.bc.ca](mailto:tk.employment@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [#A21131] and outlining your qualifications and related experience for the position.**

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