



## FRONT LINE SOCIAL SUPPORT WORKER

### Job Purpose:

- The Front Line Social Support Worker is responsible for monitoring the front office, building security (including camera and key FOB systems), maintaining the log books, general well being of residents, tracking guests, and ensuring the building is a safe and welcoming place for our residents and any visitors.

### Reports to:

Supportive Building Manager

### Duties and Responsibilities:

- Monitor the flow of residents and visitors by supervising the main entrance, ensure visitors sign in/out, check list of barred residents, and be aware of the destination of visitors.
- Maintain building security and safety by performing duties such as conducting multiple building checks including all entrances and exits, storages, parking, roof tops and amenity spaces.
- Observe residents and their environments to ensure we are providing a safe environment by performing duties such as: reporting unsafe conditions, incidents and/or behaviours, identifying guests and assisting with the sign in/ sign-out process, investigating disturbances, dealing with emergencies in accordance with guidelines, and reporting incidents to appropriate staff or authorities. Work both inside and outside of the building.
- Assist residents with building issues such as care of common areas and daily care of their living space.
- Assist the Building Maintenance staff to maintain common areas of the building interior, as well as the exterior of the building and grounds. Perform light janitorial duties daily.
- Communicate with and encourage resident involvement in the building including attending scheduled program meetings. Form supportive relationships with tenants and encourage residents to make healthy choices.
- Occasionally diffuse disruptive situations and deal with crisis management or emergency responses with tenants.
- Attend on a regular basis monthly staff meetings, residents meetings and additional program meetings as directed.
- Work with the VNHS team to encourage and maintain a safe and welcoming environment

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## Qualifications: Education, Training & Experience

- Experience working with Indigenous and at-risk communities
- Grade 12 or equivalent.
- Basic First Aid Training Certificate, plus two (2) years of related experience or an equivalent combination of education, training, and experience.
- Demonstrated proof of two (2) years sobriety, if having a history of substance abuse
- Crisis Intervention and Conflict Resolution Training is an asset
- Knowledge and understanding of Indigenous histories and cultures in Canada

## Key Skills and Abilities

- Ability to work in a team setting
- Sound knowledge of office administration procedures
- Sound PC knowledge including Microsoft Office Suite 2007 and Internet
- Familiarity with VNHS mission, mandate, and current issues
- Ability to work occasional flexible hours
- Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment and an understanding of the issues facing Aboriginal and marginalized people in an urban setting.
- Demonstrated ability to work independently.
- Demonstrated ability to communicate effectively both written and verbal.
- Demonstrated physical/mental ability to perform duties of the job and a willingness to work shifts.
- Demonstrated ability to work in a fair, non judgmental and respectful environment and to deal with others effectively.
- Demonstrated ability to operate related maintenance, cleaning equipment.
- Demonstrated ability to organize oneself in the workplace and work effectively as a team member.
- Demonstrated ability to understand and maintain client/worker boundaries.