



WHO ARE WE?

Vancouver Native Housing Society's mandate is to provide safe, secure and affordable housing. Although our original and ongoing mandate is to focus on the housing needs of the urban Aboriginal community we have expanded our operations to include housing solutions for seniors, youth, women at risk, persons living with mental illness and the homeless and homeless at risk populations.

Our culture provides the opportunity for employees to enhance our mandate, embrace indigenous culture, work with partners and stakeholders to develop and execute programs and initiatives for the betterment of residents, making a difference in the community.

WHO ARE YOU?

We are looking for a **Front-Line Social Support Worker** who is professional, polite, and attentive while also being accurate. This position is responsible for monitoring the front office, building security (including camera and key FOB systems), maintaining the logbooks, general well-being of residents, tracking guests, and ensuring the building is a safe and welcoming place for our residents and visitors. This role requires that you are prepared and responsive, willing to meet challenges directly.

You will have responsibilities such as:

- Overseeing the flow of residents and visitors by supervising the main entrance, ensuring visitors sign in/out, and are aware of the destination of visitors
- Maintaining building security and safety by performing duties such as: conducting multiple building checks on all entrances and exits, storage spaces, parking, roof tops and amenity spaces
- Ensuring that we are providing a safe environment by performing duties such as: reporting unsafe conditions, incidents and/or behaviors, dealing with emergencies in accordance with guidelines, and reporting incidents to appropriate staff or authorities
- Assisting residents with the care of common areas and daily care of their living space
- Working with the Building Manager to assist with scheduling and staffing
- Encouraging resident involvement in the building, fostering supportive relationships with residents and staff
- Assisting the Lead Tenant Support Worker to ensure policies and procedures are followed and to work collaboratively to strengthen staff cohesion
- Working occasional flexible hours including evenings and weekends when required
- Being accessible by phone 24/7

To be the best fit for this position you will need:

- Experience working with Indigenous and at-risk communities
- Demonstrated ability to work with disadvantaged and challenging adults in a diverse environment and an understanding of the issues facing Indigenous and marginalized people in an urban setting.
- Experience and ability to train and lead a team
- Exceptional administrative, organizational, problem solving and communication skills

- Comprehensive abilities in Microsoft Office Suite

You bring these assets to the job:

- Grade 12 Diploma or equivalent
- Basic First Aid Training Certificate (Level 1)
- Naloxone administration and emergency response