



WHO ARE WE?

VNHS'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, homeless and at risk populations.

JOB GOAL:

The **Tenant Support Worker** is responsible for monitoring the general wellbeing of the residents, dealing with daily issues as they arise and ensuring that the building is a supportive place to reside, visit and work. The Tenant Support Worker will also assist in providing programming to build a sense of community among the marginalized, diverse residents.

PERFORMANCE RESPONSIBILITIES:

- Provide guidance to residents with housekeeping issues such as care of common areas and daily care of their suites. Monitor the resident's ability to maintain their suite and, if required, arrange for home care or other supportive services, ie. Medical needs, meals on wheels, pest control and community building activities.
- Provide support, assistance and living skills to residents to create and maintain an independent and stable living environment. This will be facilitated through individualized life skills programs: education and referral to the appropriate social, health, income support, transit, and other service organizations when needed.
- Monitor the flow of visitors by supervising the main entrance, ensure visitors sign in/out, and note the visitor's destination in the building
- Deal with emergencies following specific reporting procedures and policies
- Ability to deal with sensitive and confidential tenant information
- Performs administrative duties including report and letter writing, data entry, completing forms, emails and other duties as required
- Assisting with orientation and other rent ready programs
- Promoting a sense of security through "good neighbor" behaviors
- Working with Supportive Housing Manager to ensure compliance with BC Residential Tenancy Act and program agreements
- Coordinating contingency services and providing non-violent crisis intervention and/or extraordinary services where indicated.
- Light clean up duties in common areas and the amenity room.
- Other duties as assigned.

QUALIFICATIONS:

Education, Training & Experience

- Experience working with Indigenous and at-risk communities
- Three (3) years of related experience or an equivalent combination of education, training, and experience.
- Grade 12 or equivalent.
- Basic First Aid Training Certificate
- Criminal Record Check

Knowledge, Skills & Abilities

- Demonstrated ability to organize oneself in the workplace and work effectively as a team member.
- Demonstrated ability to understand and maintain worker/client professional boundaries.
- Crisis Intervention and Conflict Resolution Training is an asset
- Knowledge and understanding of Indigenous histories and cultures in Canada
- Sound knowledge of office administration procedures
- Knowledge and understanding of computer systems including Microsoft Office
- 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.

Only those candidates who submit a Cover Letter and Resume will be considered for this position. Due to the high volume of applicants, you will only be contacted if you are selected for an interview.

Job Type: Part-time

COVID-19 considerations:

We provide Personal Protective Equipment to all our staff in response to COVID-19 and WorkSafe BC requirements. We have enhanced our cleaning and sanitization schedules on building touch-points to prevent the spread of COVID-19.