

POSTING

TENANT SUPPORT WORKER

Permanent Full Time (35 hours per week)
(Monday to Friday, 9:00 am to 5:00 pm)

Ted Kuhn Towers

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

1. 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.
2. Tenant Relations and Support:
 - a) Work with residents, as a member of a multi-disciplinary team, to promote a supportive community environment on each site;
 - b) Develop and facilitate access for residents to social, occupational, spiritual, financial, intellectual, residential, recreational, and educational activities or programs;
 - c) Provide crisis intervention, information and assistance to help residents meet their obligations and to facilitate access or follow through with available site and community resources.
 - d) Encourage the residents 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) Engage residents in household management and problem solving to develop tenancy skills;
 - f) Provide assistance to residents experiencing pest management problems and/or hoarding issues by engaging the tenants in problem solving discussions and offering emotional support;
 - g) Advise residents on options and expectations concerning conflict resolution, breaches of tenancy and/or program agreements, and other residency-related issues;
 - h) Mediate disputes among residents, with a view to helping residents learn to problem-solve such disputes more independently;
 - i) Inspire and assist residents to take the next step to achieve their individual goals;

- j) Assist the residents in developing and using individualized wellness plans which may involve: financial related concerns/budgeting, mediating social conflict, assisting individuals with problem solving, encouraging unit cleanliness and personal hygiene practices;
- k) Advise residents on provincial and federal income and employment programs and available support services;
- l) Work with other service providers to facilitate specific services to individual residents and buildings;
- m) Establish a positive working relationship with external agencies and other resources within the community;
- n) Work with the site team to develop exit strategies for residents that will no longer be housed in Ted Kuhn. This will involve assisting in co-ordination of problem solving initiatives and making referrals to external organizations;
- o) Promoting a sense of security through “good neighbor” behaviours;
- p) Assist residents with building issues such as care of common areas and daily care of their living spaces;
- q) Working with the Program Manager and the designate to ensure compliance with BC Residential Tenancy Act and program agreements;
- r) Assist the Program Manager with coordination and delivery of programming and support services
- s) Coordinate with residents the unit preparation for pest treatments
- t) Co-ordinating contingency services and providing non-violent crisis intervention and/or extraordinary services where indicated;
- u) Well-developed ability to respond calmly and appropriately to problematic behaviours using an understanding of the behaviour’s context and function
- v) Knowledge of the integrated concurrent disorders recovery model for working with chronically homeless individuals
- w) Facilitate meetings with other Options employees and/or external organizations to look for possible solutions, with the objective of maintaining successful tenancies;
- x) Participate in meetings with site and OCS Outreach staff, as well as other resource agencies and Health Authorities about tenant needs and required supports, including meetings that adjust the tenant support level component of the site profile; and
- y) Preserve a high degree of professionalism in resident relations, particularly with regard to confidentiality and the privacy and respect owed to residents residing in Ted Kuhn

3. 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.

4. 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.

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.

CLOSING DATE:

Resumes will be reviewed starting September 8th but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Divender Rai, Program Manager, Ted Kuhn Towers

Options Community Services

Email: divender.raai@options.bc.ca

No phone calls please.

Eligible applicants may be offered a casual position.

Please include a cover letter clearly indicating the posting number [posting #A21625] and outlining your qualifications and related experience for the position.