

JOB DESCRIPTION

BCGEU

1. Position No. 80529, 80528, 80515, 80741,80509, 80517, 80144, 80451, 80513, 81246, 80262, 80015, 81343	2. Descriptive Working Title Tenant Support Worker		3. Classification AO 2
4. Branch Operations	5. Department Lower Mainland Directly Managed Region and other Regional Offices	6. Proposed Classification	Date Jun 2020
7. Position No. of Supervisor 80532, 22284, 23001	8. Descriptive Work Title of Supervisor Manager Housing and Health Services PPM VI PPM IR		9. Classification of Supervisor Excluded Management or AO IV
10. Job Summary			

The Tenant Support Worker (TSW) is responsible for working with individuals to provide emotional support, develop skills and access resources to increase tenants' capacity to be successful and satisfied in the living, working, learning and/or social environments of their choice. The TSW provides these services directly, or facilitates and co-ordinates tenants' access to services available on the site and in the community. The TSW focuses on strengths and capacities of individual tenants receiving services and supports.

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.

Services provided include crisis intervention, providing information and assistance to meet obligations as tenants and facilitate access or follow through with available site and community resources. The Tenant Support Worker encourages the tenants' use of available social, occupational, spiritual, financial, intellectual, residential, recreational and educational resources to meet their goals, ensuring services are culturally relevant to the individual tenant.

11. Duties:

Tenant Relations and Support

- Work with families and individuals, as a member of a multi-disciplinary team, to promote a supportive community environment on each site;
- Develop and facilitate access for tenants to social, occupational, spiritual, financial, intellectual, residential, recreational, and educational activities or programs;
- Engage tenants in household management and problem solving to develop tenancy skills;
- Provide assistance to tenants experiencing pest management problems and/or hoarding issues by engaging the tenants in problem solving discussions and offering emotional support;
- Advise tenants on options and expectations concerning conflict resolution, breaches of tenancy agreements, and other tenancy-related issues;
- Mediate disputes among tenants, with a view to helping tenants learn to problem-solve such disputes more independently;

- Inspire and assist tenants to take the next step to achieve their individual goals;
- Assist the tenants 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;
- Advise tenants on provincial and federal income and employment programs, BC Housing policies, and available support services;
- Work with other service providers to facilitate specific services to individual tenants and buildings;
- Establish a positive working relationship with external agencies and other resources within the community;
- Work with the BC Housing site team to develop exit strategies for tenants that will no longer be housed with BC Housing. This will involve assisting in coordination of problem solving initiatives and making referrals to external organizations but in most circumstances will exclude attending the Residential Tenancy Branch hearing;
- Facilitate meetings with BC Housing employees and/or external organizations to look for possible solutions, with the objective of maintaining successful tenancies;
- Participate in meetings with site and Health Services staff about tenant needs and required supports, including meetings that adjust the tenant support level component of the site profile; and
- 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 on BC Housing sites.

Information/Issues Management

- Document substantive interactions with tenants as required for referral purposes and continuity of service delivery;
- Assist the BC Housing site team in anticipating and preventing potential problems including dangerous situations;
- Identify requirements and/or adjustments to BC Housing policies, programs and procedures as related to their job duties; and
- Participate and provide input to proposed BC Housing policies, programs and courses of action.

General

- Work with site and regional staff to problem-solve property management issues;
- Participate in co-coordinating activities with and for tenants in conjunction with community development staff and community agencies;
- Participate in regular multidisciplinary team meetings;
- Collaborate with other BC Housing staff when addressing issues related to tenants or the community;
- Work with students and provide guidance and information to them when the need arises; and
- Participate in training, seminars and administrative meetings as required.

Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. 80529, 80528, 80515, 80741,80509, 80517, 80144, 80451, 80513, 81246, 80262, 80015, 81343	2. Descriptive Working Title Tenant Support Worker	3. Present Classification AO 2
4. Education, Training and Experience		

Completion of a college diploma or certificate in Community Social Service Worker Program, or Health Care Worker Program or Community Mental Health Worker or other relevant discipline.

Minimum three years' experience in direct supportive counselling or educational experience with individuals and/or families that face multiple barriers to successful housing.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge and Skills:

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
-
- Sound knowledge of BC Housing and social housing programs, and their role in the social service system;
 - Sound knowledge of current social issues such as poverty, homelessness, mental illness, addictions, domestic violence, child protection, etc.
 - Sound knowledge of community resources and methods of access;
 - Working knowledge of the *Residential Tenancy Act* and applicable Health and Safety regulations;
 - 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*;
 - Awareness of Cultural Diversity;
 - Ability to build relationships with internal and external clients;
 - Ability to assist groups to develop and co-ordinate community activities and programs;
 - Ability to build and maintain professional, confidential relationships with multi-barriered people;
 - Ability to work effectively across organizational departments and in a team and partnership context;
 - Strong analytical and problem-solving skills;
 - Demonstrated skills in crisis intervention, mediation and conflict resolution;
 - Excellent oral and written communication skills;
 - Strong time management skills; and
 - Proficiency in basic computer skills and software such as Microsoft Office.