

## JOB DESCRIPTION

BCGEU

1. Position No. Various Positions	2. Descriptive Working Title Tenant Support Worker		3. Present Classification AO 2
4. Department Lower Mainland Directly Managed, Vancouver Island Region, Interior Region	5. Branch/Section Operations	6. Proposed Classification	Date Revised Nov 2020
7. Position No. of Supervisor 22221W, 81530, 22284, 80113	8. Descriptive Work Title of Supervisor Manager, Tenant Engagement Property Portfolio Manager (Interior) Property Portfolio Manager (Vancouver Island)		9. Classification of Supervisor Excluded Management or AO 4
10. Job Summary:			

The Tenant Support Worker works with tenants to provide emotional support, develop skills and access resources to increase their capacity to be successful and satisfied in the living, working, learning, and/or social environments of their choice. He/she/they provide these services directly or facilities and co-ordinates access to services available on the site and in the community. The position establishes positive working relationships with a diverse tenant population from various socioeconomic backgrounds and supports with overcoming challenges living in a social housing environment. The role also works with various internal teams and external community partners to resolve potential issues, coordinate opportunities, and facilitate changes that increase the chances of successful tenancies.

11. Duties:
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**The scope of duties performed may vary depending on region and business needs.**

1. Works with families and individuals, as a member of a multi-disciplinary team, to promote a supportive and safe community environment at each housing site
2. Develops and facilitates access for tenants to social, occupational, spiritual, financial, intellectual, recreational, and educational activities and programs. Inspires and assists tenants in taking next steps to achieve their individual goals. Co-ordinates activities with and for tenants in conjunction with community agencies.
3. Assists and provides tenants with a variety of training and education in the areas of daily living skills, money management, self-care management, and social development skills. Supports with the development and achievement of individualized wellness plans.
4. Mediates disputes among tenants, with goal of helping tenants learn problem-solving techniques and the ability to resolve disputes independently
5. Provides assistance to tenants by engaging them in housing management discussions, advising on options and expectations concerning conflict of resolution and tenancy-related issues, and offering emotional support.
6. Organizes and/or participates in social activities and events funded by tenant programs and other tenant engagement related initiatives to improve quality of life of tenants. Attends and represents BC Housing at community celebrations, events and gatherings.
7. Supports tenant led activities at BC Housing sites for wellness, self-sufficiency, self-development, and community-building. Works collaboratively with tenants to ensure successful peer to peer activities are implemented on site. Supports the development, planning, budgeting and implementation of such events.
8. Collects information on the current community resources that surround building sites and identifies potential partnerships with organizations to facilitate specific services to tenants or communities. Works collaboratively with the Manager, Tenant Engagement to initiate and implement possible programming opportunities from these community resources.

9. Assist tenants with organizing and accessing space on site for group events or rentals.
10. Documents substantive interactions with tenants as required for referral purposes and continuity of service delivery. Completes program reporting statistics for groups or services running on site.
11. Establishes a positive working relationship with external agencies and community resources. Collaborates with community service providers to facilitate services to individual tenants and building sites.
12. Works with members of the BC Housing site team to develop exit strategies for tenants transitioning from BC Housing sites. Facilitates meetings with BC Housing team and/or external organizations to address and find resolution for potential issues and makes referrals to other housing organizations, with the objective of maintaining successful tenancies. May attend Residential Tenancy Branch hearings
13. Works with site team to resolve property management issues that may affect tenancies and assist with anticipating and mitigating potential problems.
14. Participates in meetings to address issues related to tenants, housing site, and community. Provides recommendations on the development and improvement of processes, policies, and programs
15. Provides support to program participants in semi supported housing programs
16. Maintains a high degree of professionalism in tenant relations, including maintaining confidentiality and privacy for individuals and families residing on BC Housing sites
17. Participates in training and seminars as required
18. 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. Various Positions	2. Descriptive Working Title Tenant Support Worker	3. Present Classification AO 2
4. Education, Training and Experience		

Completion of a diploma or certification program in community social service, health care delivery, community mental health, or other relevant discipline.

Minimum three years' experience in direct supportive counselling with diverse populations that face multiple barriers to successful housing.

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

5. Knowledge and Skills	
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**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- 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 learn and understand BC Housing programs, policies, and operational structure
  - 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;
  - 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, problem-solving, and time management skills
  - Strong awareness of cultural diversity
  - Strong skills in crisis intervention, mediation and conflict resolution;
  - Excellent oral and written communication skills;
  - Proficiency in MS Office applications (Word, Excel, PowerPoint) and basic computer systems
  - Valid Class 5 BC driver's license and access to a reliable vehicle

6. Occupational Certification	
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Criminal record check required