

## **JOB POSTING - TENANT SUPPORT WORKER – Full Time**

Position Status: Full time (8am-4pm or noon -8pm)  
Primary Location: Esḱéḱxwi7ch tl'a Sp'áḱw'us Place (the gathering place of eagles)  
Siyich'em Reserve 41139 Government Road Squamish, BC

### Background

Esḱéḱxwi7ch tl'a Sp'áḱw'us Place is a 27-unit development that delivers affordable homes with some support to ensure long-term stability and wellness. These homes are exclusively for Squamish Nation Members, and priority is given to vulnerable women and their children experiencing or at risk of homelessness. The second priority is for families, elders, people with disabilities, and LGBTQ2SIA+ who are also homeless or at risk of homelessness.

### General Purpose

The Tenant Support Worker (TSW) reports to the Program Manager; this position establishes positive relationships with a diverse tenant population while ensuring the safety and security of the tenants. To provide emotional and cultural support, develop skills, and access resources to increase tenants' capacity to succeed and be satisfied in their living, working, learning, and social environments. The position also promotes the development of personal support networks, utilizing peer support initiatives, self-help groups, and support within communities and families.

### Key Responsibilities and Duties

- Establish genuine and respectful working relationships with all tenants at Esḱéḱxwi7ch tl'a Sp'áḱw'us Place
- Create a safe, accepting, and inclusive environment that values individuals' privacy and choices in personal life, leisure, education, culture and work.
- Assist tenants in developing support plans and connecting with appropriate supports and community-based resources.
- Participate in staff meetings, training programs, and workshops as necessary.
- Assist tenants in de-cluttering, cleaning, and preparing for pest control and monthly unit inspections.
- Assist with maintaining cleanliness and order on weekends in the common and staff areas.
- Prepare communal cold meals on weekend shifts.
- Monitor the flow of visitors by supervising the main entrance, ensuring visitors sign in/out, and noting the visitor's destination in the building.
- Identify and assess potential emergencies and respond appropriately.
- Respond to emergencies and keep accurate records, files, and log notes.

- When required, liaise with the Squamish Nation community & services department, promote/encourage community involvement in the program, including service partnerships, and establish a positive rapport with the community and community agencies.

### Qualifications and Skills

- Demonstrated ability to work in a fair, non-judgmental, confidential, and respectful environment and to deal with others effectively.
- Ability to work independently, in cooperation with team members, management, and community partnerships.
- Knowledge/familiarity with related resources such as Mental Health, Income Assistance, Harm Reduction, Trauma Informed Practice, Addictions Support organizations, etc.
- Demonstrated skills in crisis intervention, mediation, and conflict resolution.
- Demonstrated physical/mental ability to perform duties for the job and a willingness to work shifts and the ability to function safely in complex and/or crisis situations is required.
- Sound knowledge of Squamish Nation resources and other community resources.

### Education and Experience

- Certificate in community social services, health care delivery, community mental health, or other relevant fields and experience working with Indigenous and at-risk communities.
- Recent related experience of two (2) years emphasizing mental health, addictions, homelessness, and/or social services;  
OR an equivalent combination of education, training, and experience;  
OR other qualifications determined to be reasonable and relevant to the work.
- The ability to function safely in complex and/or crisis situations is required
- Current First Aid/CPR, Naloxone, Mental Health First Aid, ASIST, Food Safe, Naloxone, and Non-Violent Crisis Intervention certification are required or willing to obtain within 2 months of being awarded the position.
- Clear Vulnerable Sector Record Check

### Salary and Benefits

A generous compensation package to full-time staff that includes extended health and dental benefits and a superb pension plan.

Access to professional development funds and opportunities for career development

- Salary \$52,000 to \$57,000 a year
- Your cover letter and resume should be submitted as one document in your profile when applying for this position. The deadline date to submit is **Monday, January 8, 2024**. Please submit document to info@hiyamhousing.com.