

Job Posting: Tenant Support Worker

Organization: Hiyám ta Skwxwú7mesh Housing Society
Position Status: 1 Casual
Primary Office Location: Eskéłxwi7ch t'l'a Sp'ákw'us Place (the gathering place of eagles)
Siyich'em Reserve 41139 Government Road Squamish, BC

Background

Hiyám Housing Society is an incorporated non-profit Society formed by the Squamish Nation Council as part of its strategic priority to house every Squamish member within a generation.

The Squamish Nation has occupied and governed the territory since beyond recorded history. We continue to practice our customs and traditions, which are strongly interconnected with our traditional territory. Together with our lands, our customs and traditions are the foundations of who we are as Skwxwú7mesh.

Eskéłxwi7ch t'l'a Sp'ákw'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 Tenant Support Worker (TSW) provides services directly or helps tenants access services provided by the Squamish Nation and other agencies. The TSW focuses on the strengths and abilities of individual tenants, helping them overcome challenges in a supportive housing environment. 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 Eṣkḗḵwi7ch t'l'a Sp'ákw'us Place
- Create a safe, accepting, and inclusive environment that values individuals' privacy and choices in personal life, leisure, education, and work.
- Assist tenants in developing support plans and connecting with appropriate supports and community-based resources.
- Establish and maintain a positive working relationship with other team members and Squamish Nation Departments.
- 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.
- Administrative duties include completing paperwork and documentation, including, but not limited to, critical incident reports, completing forms, emails, and other duties.
- 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

- Proficiency in basic computer skills and software such as Microsoft Office
- Excellent oral and written communication skills
- Strong time management skills and strong analytical and problem-solving 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.
- Ability to apply high discretion in establishing supportive, trusting relationships with tenants.
- 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.
- Sound knowledge of community resources and methods of access.
- Ability to assist groups to develop and coordinate community activities and programs.
- Working knowledge of the Residential Tenancy Act and applicable Health and Safety regulations.

- Demonstrated physical/mental ability to perform duties for the job and a willingness to work shifts.
- Sound knowledge of Squamish Nation resources is an asset.

Education and Experience

- Certificate in community social services, health care delivery, community mental health, or other relevant fields.
- 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 certifications are required or willing to obtain within 2 months of being awarded the position.
- Clear Vulnerable Sector Record Check

Salary and Benefits

We also offer corporate benefits as well as a competitive base salary dependent on the number of years of experience.

- A generous compensation package that includes extended health and dental benefits and a superb pension plan.
- Access to professional development funds and opportunities for career development
- Salary: Hourly rate \$28.75

Your cover letter and resume should be submitted as one document in your profile when applying for this position. Please submit document to HR@hiyamhousing.com.

CLOSES: Monday, September 7, 2026, at 4pm