Hiy̓ám Housing

336 West 4th Street
North Vancouver, BC
V7M 1J1 Canada

(604) 210-9126
info@hiyamhousing.com
www.hiyamhousing.com

JOB POSTING

TENANT SUPPORT WORKER

Organization:	Hiy̓ám ta Sḵwxwú7mesh Housing Society
Position Status:	Causal
]Primary Location:	Estítkw Place - North Vancouver

Background

Hiy̓ám 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.
Estítkw Place is a 55-unit development that delivers supportive housing for vulnerable Squamish Nation members. These homes will be exclusively for Squamish Nation Members, people experiencing homelessness or are at risk of homelessness, with priority given to People with disabilities, LGBTQ2+ (Two-spirited), and people dealing with mental health and addiction issues.

General Purpose

The Tenant Support Worker helps tenants in supportive housing by providing emotional and cultural support, skill-building, and access to resources. Their goal is to build positive connections and promote safety and security. The TSW also assists tenants in overcoming obstacles and creating personal support systems.

Key Responsibilities and Duties

- Establish genuine and respectful working relationships with all tenants at Estítkw 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 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.

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- Identify and assess potential emergencies and respond appropriately and keeps 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.

Qualifications and Skills

- Excellent oral and written communication skills; proficient computer 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.
- 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.
- 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 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.
- 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

- Salary $28.75

Combine your cover letter and resume into a single document and submit it as your resume to hr@hiyamhousing.com.

CLOSES: November 23, 2026