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

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

Tenant Support Worker – Eskekxwi7ch tl'a Sp'akw'us Place

Organization: Hiy̓áḿ ta Sḵwxwú7mesh Housing Society
Position Status: Casual
Primary Location: Squamish – Eskekxwi7ch tl'a Sp'aks'us Place

Background

Hiy̓áḿ 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.

Esḵéḵxwi7ch tl'a Sp'áḵw'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 TSW delivers services directly or facilitates and or coordinates tenants' access to the Squamish Nation's services. The TSW focuses on the strengths and capacities of individual tenants receiving services and support.

The TSW helps tenants overcome challenges. The position facilitates the development of personal support networks by utilizing support within communities, family members, peer support initiatives, and self-help groups while living in a supportive housing environment.

Key Responsibilities and Duties

- Establish genuine and respectful working relationships with all tenants at Esḵéḵxwi7ch tl'a Sp'áḵw'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.

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- 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
- Contribute to a culturally safe environment

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 an asset.

Education and Experience

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- 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 certification 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.

- Access to professional development funds and opportunities for career development
- Salary $28.75

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

Closing Date: Novmber 23, 2026