



Tenant Support Worker - Supportive Housing - Casual

Stepping Stone Community Services Society is seeking casual Tenant Support Workers for a Supportive Housing program in Langley. The Supportive Housing consists of 49 self-contained units with supports provided on-site, for people who are transitioning out of homelessness. The primary purpose of the housing is to help people age 19 and over, who live in Langley and are homeless, achieve and maintain housing stability.

The Tenant Support Workers are responsible for providing daily support for tenants that will enhance their quality of life and help them maintain their housing. They will work with the supportive housing team to create a safe, secure and accepting environment for the 49 tenants. There are 3 shifts morning (7am- 3pm), afternoon (3pm-11pm) and overnight (11pm-7am). We are looking for casual staff for all shifts. There will be two Tenant Support Workers on each shift.

We are looking for dedicated individuals who are committed to making a difference in the lives of the people we serve. Team players who can work collaboratively with the Supportive Housing team, which includes a manager, building maintenance, janitorial and kitchen staff. This is an on-site, front-line position working directly with tenants and involves a variety of duties.

Key Responsibilities

- Establish a respectful working relationship with all tenants, contacting and getting to know individuals
- Create a safe, accepting environment that values individuals' privacy and choices in the areas of personal life, leisure, education, and work
- Assist tenants to develop support plans and connect with appropriate supports and community-based resources
- Work with tenants to identify and develop programs and activities that meet their interests and needs
- Follow established practices of harm reduction strategies
- Assist tenants in their units as needed to de-clutter, clean and prepare for pest control
- Identify and assess potential emergency situations and respond appropriately
- Monitor visitor access and activity in common areas
- Establish and maintain a positive working relationship with the supportive housing staff team
- Participate in staff meetings, training programs and workshops as necessary
- Complete paperwork and documentation including log entries, interventions and contacts, critical incident reports, time sheets

Education, Training and Experience

- A Diploma or Degree in the social service field and/or combination of education and related experience
- Minimum of 1 year's experience working with vulnerable populations including people with mental health issues, substance use issues and complex needs
- Experience working in supportive housing would be an asset
- Commitment to problem-solving, strength-based approach
- Ability to respond to problematic behavior and to develop effective solutions
- Knowledge in de-escalation methods
- Proven ability to work within a team environment
- Excellent communication skills verbal and written
- Good organizational skills and time management

Requirements

- Available for morning, afternoon or overnight shifts
- Clear Criminal Record Check
- Ability to function effectively in difficult and/or crisis situations is required
- Current First Aid and CPR
- Naloxone Training
- FOODSAFE Level 1

Salary: \$26-\$27 per hour (under review)

Please forward a resume and cover letter to Janet Burden, Executive Director by fax, 604-530-3811 or email jburden@sscsc.org