



JOB DESCRIPTION

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| Position title: | Tenant Support Worker |
| Department: | First United Church Housing Society |
| Reports to: | Building Manager |
| Date: | February 2019 |

Our Vision

A neighbourhood where every person's worth is celebrated, and all people thrive.

Our Mission

We seek a just society by nurturing each person's spirit through ministry, housing, advocacy, and community services.

Our Core Values

Acceptance – we practice a presence of acceptance – caring for people no matter who they are, no matter where they are on life's journey, no matter their race, gender identity/expression, or who they love. We meet people where they are and offer help when asked.

Discernment – we develop and grow our skill at using critical thinking and judgement in our interactions with the community we serve. We know that behaviour is in itself communication, and sometimes rules cannot be one-size-fits-all. And that the world does need rules. We use the same skills to plan how the organization should respond to the neighbourhood we serve.

Empathy – we practice empathy – truly seeing and hearing the experience of those around us. Empathy communicates to those we serve: "You are not alone."

Accountability – we show up and we go the extra mile. We deal with our own issues and we take ownership and responsibility for our work and its impact.

Social Justice – we aspire to a sustainable and equitable society.

Each job at First United Church Community Ministry Society should in some way promote our vision and mission and all employees are expected to share our values at work.

JOB SUMMARY

The Tenant Support Worker is responsible for establishing a dignifying and purposeful relationship with individuals and families, to maintain, and increase tenant's capacity to be successful in their tenancy through development of a broad range of pro-active solutions. This position assists tenants through the various challenges and barriers, by providing services directly, or facilitates and coordinates access to services and supports.

JOB DUTIES

- Consult with the Housing Services Manager on tenant concerns and needs.
- Observe, Assess, Document, and monitor individuals with respect to changes in physical, mental health and/or addictions & safety.
- Using a strengths-based model, the Tenant Support Worker participates with tenants in development and implementing service plans, including: assessment, goal setting, achievement and review, resource acquisition and monitoring in the areas of daily living, financial, vocational/educational/social supports, health, harm reduction, culture, recovery and leisure/recreational supports.
- Works closely with other direct service staff, family and external service providers, advocating for access and rights as needed.
- Works with tenants by identifying client strengths by using a strengths based approach and assist the tenants in self-managing their life.
- Assisting tenants to identify and connect with community support services such as mental health programs, family and child services, senior services, health care and community amenities. Provide support services either directly or through outreach referrals to appropriate services
- Advise and assist tenants with conflict resolution, and other tenancy related issues
- Complete required paperwork, maintain statistical and evaluative data on the demographics of our clientele
- Maintain professional standards in tenant relations, confidentiality, privacy and respect.
- Develop program initiatives, social events and activities to build up community engagement

- Deliver community programs weekly in each building, to create a sense of community, and support for the tenants. Provide leadership and guidance to program facilitators
- Document tasks and work completed with each tenant in order to track services delivery and for information sharing purposes

SCOPE OF RESPONSIBILITY

Supervisory responsibility:

Volunteers, Peer facilitators, and Community partners

Financial responsibility:

Petty Cash/ Grant Budgets in collaboration with Housing Services Manager

LATITUDE

The incumbent works independently and uses initiative. If clarification is required, it is expected that the incumbent will request further direction from the Housing Services Manager.

QUALIFICATIONS AND EDUCATION

- Post-Secondary Diploma or Certificate in Community Work or a combination of education and experience may be considered.
- Education plus 2-3 years equivalent experience working in the DTES in a frontline capacity, preferably in a social housing or programming setting
- Demonstrated knowledge of the Residential Tenancy Act
- Strong understanding of Trauma Informed Practice
- Excellent facilitation and engagement skills, creativity and a strong analysis of the impacts of poverty and marginalization are required.
- Ability to respond to problematic behavior using an understanding of the behaviour's context and function
- Knowledge and understanding of the history of colonialization and residential schools and the effects and past and present impact on Indigenous Peoples and Communities. Knowledge in best practices in supporting those who experience generational trauma.

- Knowledge of the integrated concurrent disorders recovery model for working with chronically homeless individuals
- Knowledge of mental health diagnoses, medication, treatment and support resources
- Knowledge of the bio-psychosocial addictions model, including stages of change and harm reduction, and knowledge of resources
- Knowledge of diagnoses, treatment and support resources in the areas of substance use, physical health, HIV and Hepatitis C
- Knowledge of the housing continuum, including supported housing systems and programs models for complex needs populations
- Demonstrates understanding of oppression and marginalization as related to chronically homeless individuals
- Ability to effectively deescalate and safely resolve crisis situations
- Ability to establish workload priorities, adjust to new or unexpected events, problem solve and deal effectively with conflict situations.
- Food Safe Level 1
- First Aid Certificate
- Class 4 Driver's license
- Non-Violent Crisis Intervention training an asset
- Naloxone training an asset
- Demonstrated exceptional ability in the area of communication (both verbally and in writing), dealing with documentation and organizational skills.
- Sound knowledge of computer programs relevant to the work performed including Word, Excel, Outlook, Office 365 and other related software.
- Demonstrated ability to work independently or in a collaborative team setting.