



JOB DESCRIPTION

Position Title	Tenant Support Worker (TSW)
Bargaining Unit	Health Services & Support Community Subsector Association
Classification	Community Health Worker 1; GRID 3

Position Summary

The Tenant Support Worker provides assistance and tenancy support to 41 residents at the Boundary Housing Project. The Tenant Support Worker ensures the safety and security of the residents and their living environment while encouraging independence, responsibility, and the healthiest life style possible.

Reporting Relationship:

The Tenant Support Worker reports to the Team Leads and Management.

Responsibilities and Skills:

- Complete move-in inspection and orientation for tenants moving into Boundary Housing.
- Promote participation with house-keeping by tenants.
- Complete room inspections as required to help tenants maintain their housing.
- Promote maintenance of tenant's good personal hygiene, including providing instruction to residents on how to use on-site laundry facilities.
- Observe and report any changes in behaviour to the supervisor.
- Facilitates community activities for tenants; connecting to mental health and addictions programs and community activities.
- Provide safe, friendly encouragement to tenants; model communication skills, appropriate boundaries and healthy living choices.
- Encourage and support tenants to live fully and independently as possible; provide information, emotional, organizational and practical support.
- Assist tenants in completing paperwork as required, including exit evaluation.
- Report any building maintenance issues to the Maintenance Manager.
- Ensure Boundary facility hygiene standards are maintained.
- Clean and prepare vacated rooms for move-ins.
- Re-stocks facility supplies and notifies supervisor when purchases are necessary.



- Documents all breaches of Code of Conduct and ensures appropriate parties are notified.
- Facilitates and participates in floor and community meetings.

Monitoring/Evaluation/Record Keeping:

- Complete move-in and move-out inspections.
- Record observations to keep staff informed.
- Maintain inventory and submit supply requisition as required.
- Maintain tenants' files.
- Meet regularly with the Supervisor and the Case Manager.

Education & Experience:

- 3-6 months recent related experience or an equivalent combination of education, training and experience.
- Must have the physical and mental ability to perform the duties of the position
- This job requires a high degree of empathy.
- Criminal Record Check
- First Aid Certificate with CRP-C
- Food Safe Certification
- Crisis Intervention Skills Training would be an asset.
- Diploma in human or social services would be an asset.