



JOB DESCRIPTION

Position Title	Tenant Support Worker (TSW)
Bargaining Unit	Health Services & Support Community Subsector Association
Classification	<i>Residential Building Attendant; Grid 15</i>

Position Summary

The Tenant Support Worker (TSW) provides assistance and tenancy support to individuals experiencing a range of mental health and substance use issues in the residential setting at Boundary Crescent. The TSW ensures the safety and security of the building while encouraging independence, responsibility, and the healthiest life style possible for the tenants. Residential support, maintenance and janitorial duties are also part of this role.

Reporting Relationship:

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

Responsibilities:

Tenant Support

- Provide tenants with information about the tenancy agreement, suite upkeep, and housing guidelines.
- Complete room inspections as required to help tenants maintain their housing.
- Provide orientation for tenants moving into Boundary Housing.
- Promote positive tenant choices about activities of daily living (cooking, cleaning, laundry) and support positive tenant choices by providing guidance and assistance where appropriate.
- Encourage tenant personal hygiene when appropriate, including providing instruction to residents on how to use on-site laundry facilities.
- Encourage and support tenants to live fully and independently as possible; provide information, emotional, organizational and practical support.
- Facilitate onsite activities for tenants; connecting to community resources.
- Provides safe, friendly encouragement to tenants; model communication skills, appropriate boundaries and healthy living choices.
- Assist tenants in completing paperwork as required, including exit evaluation.
- Facilitates and participates in floor and community meetings as required.

Cleaning and Maintenance

- Report any building maintenance issues to the maintenance team.
- Ensure Boundary hygiene standards are maintained.

- Clean and prepare vacated rooms for move-ins according to established room cleaning protocols;
- Re-stock facility supplies and notifies supervisor when purchases are necessary.
- Maintain security of the building by performing regular walk throughs to check that doors and windows in common areas are secure.

Safety and Security

- Observe and report any changes in tenant behavior.
- Investigate and manage disturbances according to VIMHS safety policies and procedures.
- Deal with tenant emergencies in accordance to VIMHS safety protocols, and report to supervisors and/ or authorities as required.
- Request unwelcome visitors exit the building and/or obtaining appropriate services to assist.
- Document all breaches of tenancy policy and ensures appropriate parties are notified.

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 Supervisors.

Skills:

- Ability to develop rapport with tenants
- High level of empathy and compassion
- Knowledge of harm reduction approach
- Knowledge of mental health, addictions and homelessness
- Ability to work in a dynamic environment

Qualifications

- Minimum 6 months recent related experience and community support worker diploma, or equivalent education and training.
- Valid First Aid Certificate with CRP-C
- Valid Food Safe Level One Certification
- Naloxone Training an asset
- Crisis Intervention Skills Training (non-violent crisis intervention/ managing hostile interactions) and asset