

CASUAL – BOUNDARY TENANT SUPPORT WORKER (TSW)

Title:	Tenant Support Worker (TSW)
Classification:	Resident Building Attendant
Wage Rate:	Grid 15; 26.92 - 28.70
Collective Agreement:	Community Sub-Sector
Union:	Health Sciences Association of BC (HSA)
Location:	Nanaimo, BC

Job Summary

The Tenant Support Worker (TSW) provides assistance and support clients at the Boundary Crescent Supportive Housing Program. The TSW ensures the safety and security of the building(s) while encouraging independence, responsibility, and the healthiest lifestyle possible for program clients. Client support, maintenance and janitorial duties are also part of this role.

Duties and Responsibilities

Client Support

- Provide program clients with information about housing and housing guidelines.
- Provide orientation for clients moving into supportive housing.
- Promote positive client choices about activities of daily living (cooking, cleaning, laundry) and support positive client choices by providing guidance and assistance where appropriate.
- Encourage personal hygiene when appropriate, including providing instruction to clients on how to use on-site laundry facilities.
- Encourage and support clients and provide information, emotional, organizational and practical support.
- Provides safe, friendly encouragement to clients; model communication skills, appropriate boundaries and healthy living choices.
- Assist clients in completing paperwork as required, including housing applications.

Cleaning and Maintenance

- Report any building maintenance issues
- Maintain a high standard of cleanliness, adhere to COVID safety protocols and ensure protocols are maintained.
- Clean and prepare units 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 are secure.

Safety and Security

- Observe and report any changes in client behavior.
- Investigate and manage disturbances according to VIMHS safety policies and procedures.
- Deal with client emergencies in accordance with 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 client policy and ensures appropriate parties are notified.

Monitoring/Evaluation/Record Keeping:

- Complete intake and discharge procedures.
- Record observations to keep staff informed.
- Maintain inventory and submit supply requisition as required.
- Maintain filing and paperwork.

Skills and Abilities

- Ability to develop rapport with marginalized individuals
- High level of empathy and compassion
- Knowledge of harm reduction approach
- Knowledge of mental health, substance use disorders, and homelessness
- Ability to work in a dynamic environment
- Physical ability to clean, climb stairs, and respond in crises

Education and Experience

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

To apply: email resume and cover letter to: employee.relations@vimhs.org