

# Tenant Support Worker, Juniper House (Merritt)



<b>Reports To:</b>	Coordinator of Supportive Housing (Merritt)
<b>Term:</b>	Permanent Part-Time with Casual/On-Call Opportunities
<b>Hours:</b>	Thursday to Monday (One week each month at Management's discretion) 12:00am-8:00am one-hour break (½ hour paid)
<b>Wage Range:</b>	\$19.00 to \$23.00 commensurate with experience.
<b>Vacation:</b>	Permanent Full-Time/Temporary Full-Time (over three months) who work more than 30 hours per week are eligible for three weeks paid vacation in the first year and they may be taken after a successful probationary period. In the second year, this entitlement increases to four weeks. In the fifth year, the entitlement increases to five weeks. Each year after five years the entitlement is five weeks plus one day for every subsequent year to a maximum of six weeks. <i>Unless otherwise negotiated.</i> Permanent Part-Time/Temporary Part-Time employees (22.5 hours per week and over on contracts more than three months) vacation entitlements accrue each payroll according to <i>Employment Standards Act BC (as amended)</i> . Casual/On-Call/Permanent Part-Time/Temporary Part-Time employees (under 22.5 hours per week or on contracts less than three months) vacation entitlements are paid out each payroll according to <i>Employment Standards Act BC (as amended)</i> .
<b>Benefits:</b>	Permanent Full-Time employees are eligible for full health benefits (minimum 30 hours per week). Temporary Full-Time employees for a term longer than three months are eligible for full health benefits (minimum 30 hours per week). These hours can be fulfilled through a variety of permanent positions. Part-Time Employees are eligible to take part in our Health Care Spending Account which provides a tax-free partial reimbursement for eligible healthcare expenses up to the bi-annual maximum for Permanent Part-Time, Temporary Part-Time and Caretakers through a third-party administrator. Permanent Full-Time and Permanent Part-Time employees have access to the Wellness Plan benefit. All employees have access to two paid culturally sensitive days, Annual Retreats, Training, and ASK Staff Social Events.

**What is Casual/On-Call?** Casual/On-Call means there are no guaranteed hours and work requirements may vary to a maximum of 37.5 hours per week. Casual/On-Call is a great way for you to get to know us and for us to get to know you. It is also a gateway for future permanent positions within the Society. There are no rules with respect to declining shifts that do not work with your schedule that may result in removal from the casual/on-call list.

**Who is the ASK Wellness Society?** The ASK Wellness Society is a not for profit organization that supports individuals within the BC Region with opportunities and the resources to change their current situation. It is about reaching out to those people who are homeless and battling addictions, helping them find housing and medical care, addressing their addictions, stabilizing mental health issues and, ultimately, providing them with the skills to re-enter the work force. The ASK Wellness Society administers an unconditional sense of hope to those who are convinced they are incapable of ever achieving a stable and meaningful life.

**Purpose and Function:** Under the direction of the Director of Merritt Operations and the Coordinator of Supportive Housing (Merritt), the Tenant Support Worker will work with a team to oversee day to day operations of Juniper House to minimize vacancy loss and provide life skills services to Program Participants who are at-risk of homelessness in our community. Promote/mentor healthy, independent living skills to Program Participants in order for them to achieve their goals and live as independently as possible. Service delivery is based on a client centered, non-judgmental perspective.

## Specific Responsibilities

- Encourage and support Program Participants to live as fully and independently as possible within the local community, providing information, emotional, organizational, and practical support, and training as appropriate;
- Contribute to the protection of Program Participants from abuse, and support Participants when they are in distress;
- Encourage and motivate Program Participants to develop a sense of their own identity, purpose, and self-esteem;
- Work closely with referral agencies;
- Assist by organizing and supporting volunteers/Program Participants with preparing one meal a day;
- Actively seek the views of Program Participants and involve them in decision-making to improve their services and accommodations;

- Monitor emergencies that take place such as medical or mental health assistance and complete necessary incident reports;
- When necessary, be trained to be the first to respond to an overdose situation with on the spot overdose response and support;
- Assist Juniper Team to complete rooms checks when required;
- Be prepared to work calmly and together with your team, paramedics, and police in crisis situations;
- Ensure Limitation of Service Notices are completed and current;
- Assist with meal planning, meal preparation, and meal education with tenants when required;;
- Help maintain a clean and organized workspace by doing light housekeeping in the office and communal spaces;
- Monitor and move along community members who are loitering in and around the property;
- Assist and encourage clients to create connections within the community by volunteering and finding employment;
- Other duties which may or may not be listed within this job description;
- Ensure compliance with all ASK supportive standards, policies, and procedures.

#### **Administrative Responsibilities:**

- Assist team with maintaining daily log, medication log/prescriptions (ensure book is updated, all meds accounted for and follow up is on prescriptions to ensure medication is up to date);
- Complete move in/move out paperwork as required by ASK Property Services Department under supervision from Merritt Supportive Housing Coordinator;
- Maintain complete documentation, statistics, and records in files and on ShareVision database;
- Assist team with required verbal and written reports, case notes, letters, memoranda, and year end reports;
- Maintain files and documentation to the COA Standard;
- When requested, be a member of the COA's Performance and Quality Improvement team in which you will encourage the organization to use data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes.

#### **Qualifications and Suitability:**

- Bachelor of Social Work, Human Service Diploma or equivalent and/or experience with mental health/addiction and homelessness issues;
- Skills in mediating conflict between various interests;
- Ability to work as a team member in a case management setting involving multi-agency supports;
- Understands and maintains clientele/worker boundaries;
- Strong working knowledge of community resources;
- Excellent communication, writing, documentation, and organizational skills;
- Must pass criminal record check for vulnerable sector and reference screening;
- VAT (Vulnerability Assessment Tool) training an asset;
- Mental Health First Aid, Trauma Informed Practice and ASSIST Training an asset;
- Level 1 First Aid required;
- In-house Violence Prevention, Cultural Awareness Training, and 2sLGBTQ+ Training provided;
- As clients are allowed to have pets, it is noted that this is a pet friendly environment.

*The ASK Wellness Society is dedicated to promoting diversity/multiculturalism with inclusion as one of our Core Values. We are fully focused on equality and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.*

**Closing Date:** Will remain open until the successful candidate is found.

**Send cover letter and resume to:** [Careers@askwellness.ca](mailto:Careers@askwellness.ca)

**Please Reference Position:** Juniper TSW One Week Per Month

**Attention:** Human Resources

Note: This description may be amended at any time in response to operational and funding requirements and may include other duties not outlined here.