

# 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>	Saturday and Sunday 3:00pm to 11:00pm with ½ hour paid break.
<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.

**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 Merritt Supportive Housing Coordinator the Tenant Support Worker will assist Team with the operations of Juniper House to minimize vacancy loss and case manage Program Participants to fulfill basic needs to work toward healthy living/independence and maintaining long term housing. Service delivery is based on a client centered, non-judgmental perspective.

## Specific Responsibilities:

- Assist the team to conduct regular Individual Case Management meetings with all twenty-seven Program Participants to ensure compliance with program agreement;
- Provide individualized support, as needed, to multi barriered clients and assist them in acquiring and transitioning to safe, affordable, long term, community housing;
- 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;
- Assist Program Participants in preparing to move onto new housing, including support through the move and resettlement. This may include cleaning, packing, and moving support;
- Provide Program Participants with an environment free of abuse and support them when they are in distress. This includes monitoring guests and support around behavioral issues as they occur;
- Assisting Program Participants to remain connected to community support workers;
- Conduct assessments of potential Program Participants using the BC Housing mandated VAT (Vulnerability Assessment Tool);
- Facilitate meal planning, meal preparation, and meal education with tenants;
- Be available for on-call shifts (additional compensation provided);

- When required, work with individuals who may be using our short stay beds by completing the intake and ensuring they are supported during their stay;
- Arrange weekly drop-offs from the Food Bank when required.
- 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;
- 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;
- 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;
- Ensure compliance with all ASK supportive standards, policies, and procedures.

#### **Administrative Responsibilities:**

- Complete move in/move out paperwork as required by ASK Property Services Department under supervision from Director of Merritt Operations;
- 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 Council of Accreditation (“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;
- Must have access to vehicle in good working condition and possess valid driver’s license with relevant insurance to transport clients;
- 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.*

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**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 Saturday/Sunday

**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.