

Formerly Abbotsford Community Services

JOB POSTING #2024-142-07

INTERNAL/EXTERNAL

Supportive Housing (Hearthstone Place)

Tenant Support Worker

Wage: \$29.06 per hour

Full Time: 37.5 hours per week, Tuesday to Saturday from 3:00 PM to 11:00 PM

Permanent

Provide Front-Line Support Services to Residents in a Low-Barrier Housing Residence

Join the team at Archway

Come Help Us Help People

Location: Abbotsford

On Site

Job Summary:

Archway is seeking a dynamic and self-motivated individual to fill the position of Tenant Support Worker at a co-ed, low-barrier, supportive housing residence. This residence operates 24/7 and follows a harm-reduction and health-promotion philosophy. We are looking for a candidate who embraces a team approach and fully understands the complex challenges faced by people experiencing homelessness or those at risk of homelessness. Reporting to the Supportive Housing Program Supervisor, the Tenant Support Worker provides a range of front-line support services to the residents. Tenant Support Workers are part of a team whose mandate is to ensure the building remains a respectful, secure, safe, clean, and supportive place to reside, visit, and work, and to help the residents keep their places safe and clean.

Your Role:

Archway's Tenant Support Worker with the Supportive Housing (Hearthstone Place) contributes by:

- Supporting residents to maintain their residencies, including but not limited to; directly assisting with room de-cluttering, resident rent contribution payments and/or repayment plans; and connection with community resources/supports.
- Recognizing individual strengths (strength-based) and circumstances and supporting residents in their healthy development, success, and well-being and in their self-determined goals (case planning).
- Stewarding and promoting a culture of learning and respect within the staff team, program, and services.
- Assisting with conflict and crisis de-escalation as needed.
- Performing health and safety checks of the facility, residences, and premises.
- Promoting a harm reduction approach to addiction, mental and physical health, and well-being.

- Promoting positive and inclusive tenant-staff relations.
- Promoting linkages and partnership development with local service providers to ensure optimal service delivery to clients (e.g. Fraser Health Authority, Aboriginal Services, Community Corrections Offices, homeless shelters and transition houses, employment service organizations and referral agencies. etc.

This position is a great fit for someone who is dynamic, self-motivated, and has empathy and compassion for individuals who are homeless or at risk of becoming homeless. The ideal candidate will have strong interpersonal and communication skills, a deep understanding of issues related to economic hardship, homelessness, substance abuse, and mental health, and the ability to de-escalate crises and resolve disputes effectively. They should be adaptable, able to handle multiple tasks and interruptions, and willing to work as part of a team.

Our Offer

- Wage: \$29.06 per hour
- A permanent, full-time position at 37.5 hours per week, availability Tuesday to Saturday, from 3:00 PM to 11:00 PM.
- Benefits include:
 - Three weeks vacation in your first year; four weeks in your second year.
 - A great benefits plan including extended health and dental; you choose your plan.
 - Employee and Family Assistance Program that includes online access to wellness resources.
 - A pension plan; Archway meets your contribution.
 - Great in-house training opportunities.
 - Rewarding work in a positive environment.
 - Work/Life balance.

Getting an Interview – you will be considered if you have:

- Post-secondary education in a related field OR an equivalent combination of education, training and experience may be considered.
- Two to three years' experience in an outreach capacity or within the community services field.

The Job Requires you to have:

- The ability to take direction, work with pride and work with minimal supervision and in consultation with others.
- Excellent interpersonal, verbal, and written communication skills.
- An understanding of issues surrounding poverty, homelessness, substance abuse and mental health issues.
- Strong crises de-escalation and dispute resolution skills.
- A flexible attitude, ability to adapt to changing situations and duties, and a willingness to work as part of a team.
- Ability to effectively switch tasks to respond to interruptions, distractions, and competing priorities.
- Ability to interact with people in challenging and/or difficult situations.

- Ability to adhere to health and safety protocols in an environment of direct social interaction and engagement with clients and staff.
- Willingness and flexibility to work evenings and weekends as needed.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is November 03, 2024.

TO APPLY

Interested applicants are to reference **Posting # 2024-142-07 in the subject line.**

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca

Subject: Job Posting # 2024-142-07

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with **DO NOT FORWARD TO OTHER PROGRAMS**, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stō:ló people. Stō:ló territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.