



Job Posting
Tenant Support Worker
Temporary Full-Time (35 hours per week)
January 6 – June 30, 2020
Position may be extended or end early

About Us

Nanaimo Affordable Housing Society (NAHS) offers safe, affordable housing for single adults, families and seniors who have experienced barriers to maintaining stable tenancy in the community. The housing and services offered by the Society provide a supportive environment designed to assist NAHS tenants to maintain long-term tenancy and become more independent community members. Visit <https://nahs.ca> for more information on the Society.

The Position

Under the direction of the Chief Executive Officer, and in accordance with Nanaimo Affordable Housing Society (NAHS) mission, strategic direction, principles and policies, the Tenant Support Worker is responsible for providing direct support and appropriate referrals to tenants and for encouraging tenant community participation. Primary responsibilities include:

- Assisting tenants with personal planning and living skills development, as needed
- Developing, providing, and/or supporting educational and social opportunities for tenants and for people in the wider community, when appropriate
- Responding to tenants' personal and housing concerns
- Providing crisis and emergency support to the tenants
- Liaising with other related community services
- Overseeing any required physical care of NAHS operated buildings
- Ensuring compliance with the Residential Tenancy and Personal Information Protection Acts of British Columbia
- Completing any required documentation and maintaining records
- Carrying out other related duties as required

What You Bring

EDUCATION AND EXPERIENCE

- Related post-secondary education and training; Bachelor's degree preferred
- Minimum of 5 years' experience in human services; demonstrated experience working with mental health, addictions and low literacy issues
- Demonstrated experience in program planning and group facilitation
- Experience working with MS Office Suite and information management software

KNOWLEDGE

- Working knowledge of social housing sector and relevant community services
- Thorough knowledge of the Residential Tenancy Act, Personal Information Protection Act and current relevant provincial and federal legislation

SKILLS AND ABILITIES

- Highly developed interpersonal communication and conflict/crisis management skills; ability to maintain strong professional and personal boundaries and ethical conduct
- Ability to work with a broad range of individuals while championing the empowerment model of service delivery
- Demonstrated abilities working both independently and in a team setting

OTHER REQUIREMENTS

- Eligible to work in Canada
- Valid driver's licence and clean driver's abstract; access to reliable vehicle
- Criminal record/vulnerable sector check every 3 years
- Availability for occasional emergency call out

How to Apply

No phone calls please. Email your resume, cover letter and references to hr@nahs.ca. This posting will remain open until **4:00 pm December 16, 2019**, however applicants are encouraged to apply early as we require the position to be filled as soon as possible.

We thank all applicants for their interest, however only those meeting the requirements of the job posting will be considered. Carefully selected candidates will be invited to participate in in-person interviews and assessments.