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SRO Portfolio Office
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Job Posting

Type: Internal/External Posting
Position: **Tenant Support Worker, The Hazelwood Hotel** (Indeterminate, Full Time)
Hours: Sunday-Thursday, 11:30 a.m. – 8:00 p.m.
Closing: 5pm, Friday, February 02, 2018

A gratifying opportunity exists for a Tenant Support Worker within Atira Property Management Inc.'s single room accommodation hotel portfolio. Atira Property Management Inc. offers quality property management services for non-profit housing, housing cooperatives, strata corporations, developers and rental properties in Greater Vancouver. As one of the first mission-driven companies of its kind in Canada, Atira Property Management is a social-purpose business that grew out of Atira Women's Resource Society.

Qualifications:

Minimum one-year full-time, two-years' part-time or three years' relief experience working as a front-line tenant support worker with people who have complex needs and who are struggling with poverty and homelessness. Must have a commitment to and understanding of anti-oppression work and the intersectionality of oppressions. Must have a well-developed analysis of the legacy of colonization and assimilation and the resulting impact on First Nations, Métis and Inuit peoples. Must adhere to a feminist analysis of violence against women. Must be open to working with people who are struggling with substance use and/or mental & spiritual wellness. Must understand and be comfortable working within a harm reduction framework.

Primary Accountabilities:

- Provide ongoing support to help tenants maintain their housing
- Providing emotional support, resource referrals, advocacy, assistance preparing for pest control, de-cluttering rooms, etc.
- Facilitate group supports, including 16-step groups, Talking Circles, etc., as able
- Assist the program/building manager in coordinating and facilitating monthly tenant meetings
- Maintain open, honest and direct communication with tenants, co-workers and community/partner agencies
- Keep accurate records, files, log notes and statistical information as per practice/policy
- Report any problems with the common areas and building to the program manager
- Respond to crises and emergencies
- Assist with monitoring the front door

Skills & Abilities:

- Excellent oral and verbal communication skills
- Ability to give & receive constructive criticism
- Ability to learn from experiences and manage stress
- Ability to work independently and collaboratively
- Ability to be calm, make good decisions and remain non-judgmental while under pressure and in trying situations

Education:

A degree, diploma or certificate in a related subject and/or relevant skill-based training is required, either through programs like those offered at the Justice Institute or the Native Education College and/or through volunteer training or relevant workplace experience. Formal education/credentials will count only as much as equivalent combination of relevant skill-based training and work experience.

Additional Requisites:

- Atira Property Management Inc. is committed to hiring from the local community
- A valid First Aid certificate is required
- Current Non Violent Crisis Intervention certificate, or equivalent, is required (current within past 12 months)
- Awarding of all positions is subject to clearing a mandatory criminal records review
- A well-thought-out cover letter and resume, detailing how you meet or exceed the qualifications and requirements set out in this posting, as well as support the mandate and values of Atira, is required
- This position requires you to work with people who are marginalized by their experiences of poverty, struggles with substance use and/or mental and spiritual wellness and who face multiple and intersecting oppressions and who may, as a result, engage in difficult behaviours
- Being familiar with Atira Property Management Inc. and Atira Women's Resource Society will go a long way in the interview process. We encourage you to go to and read both websites before an interview – www.atira.ca and www.atira.bc.ca. Interviewees who are not able to demonstrate reasonable familiarity with the mission and values of both Atiras during their interview will not be awarded a position.

Application Process

Expressions of interest, including an updated resume and a cover letter describing how you meet or exceed the above-noted qualifications, must be received by email at jobs@atira.ca or by fax at 604.439-8804 or to apply in person at the SRO Portfolio & HR Office, 405 Powell Street (Dunlevy and Powell). Only short listed applicants will be contacted.