



McLaren Housing

Society of British Columbia

POSITIVE HOUSING FOR POSITIVE PEOPLE

Howe Street is committed to providing housing and support services for individuals and families living with HIV/AIDS, and to increase the opportunity for improved health, wellness, independent living and sense of community.

Job Title: Resident Support Worker

Location: Howe Street

Job Summary

The Resident Support Worker reports to the Manager, Society Operations and the Management Team and works in the accordance with policies, procedures, and the philosophy of McLaren Housing Society (MHS). Duties and responsibilities include providing case management, life skills, and support to increase the opportunity for improved health and wellness with the Howe Street community. Other duties may be assigned by the Housing Manager and the Management Team.

Duties and Responsibilities

1. Work with residents to improve health and wellness. Support residents with their personal goals and facilitate positive interpersonal and community connections.
 2. Providing one on one resident support.
 3. Coordinate services and referrals for residents by liaising with other ASOs, community agencies and the health care system, providing advocacy where necessary. Assist residents with navigating the Ministry of Social Development (MHSD)
 4. Support residents with addiction/or mental health issues and employ harm reduction strategies consistent with the McLaren Housing philosophy where needed.
 5. Assist residents with move in's and move outs and coordinate with staff to ensure bed bug procedures are carried out.
 6. Assist and support the Building Attendants on an as need basis to monitor the flow of visitors and implement MHS building visitor policies.
 7. Liaise with emergency services agencies as needed and report any observations of suspicious activities.
 8. Observe residents and their environments to ensure the safety of people and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interactions with residents including observing individual behaviour, investigating disturbances, dealing with emergencies in accordance with MHS policies and procedures.
 9. Plan and coordinate contingency services and provide crisis intervention and/or extraordinary services where indicated by performing duties such as providing additional resident support during stressful times, advocating for specific needs, continuing contact
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Suite 200 – 649 Helmcken Street Vancouver BC V6B 5R1

t: 604-669-4090 f: 604-669-4092 e: admin@mclarenhousing.org w: mclarenhousing.org

Charitable Registration 10768 3328 RR0001

- through temporary/short term placements in facilities such as hospital and emergency centres and referring with information based on disclosure and documented observations
10. Carry out a variety of administrative transactions which include but are not limited to maintaining accurate records, case files, log notes, and statistical information as per agency and funder requirements.
 11. Possess a valid First Aid Certificate and provide First Aid to residents as needed.
 12. Attend staff meetings, residents meetings, Support Team meetings and additional program meetings as directed.
 13. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues and supporting others through methods such as sharing of knowledge and information.
 14. Provide support and direction to residents, volunteers and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supplementing them when needed to complete functions, maintain work and attendance schedules.

Qualifications:

Education, Training and Experience

- BSW, BA in Social/Human Services or equivalent, or extensive experience in an applied Human/Social Service field.
- A minimum of 2 yrs. working experience in a social service setting.
- Computer literacy and proficiency in Microsoft Word and Excel would be an asset.
- A successfully completed Criminal Record Check, Food Safe* & WHMIS*training are minimum requirements. (willingness to complete these within 2 months is acceptable)
- Valid BC Driver's License
- Familiarity and experience of working in a supportive housing environment in addition to conflict resolution skills and training would be an asset.

Skills and Abilities

- i) Demonstrated experience working with marginalized populations including but not exclusively, people with mental health and addictions who experience poverty and housing issues. Individuals with HIV/AIDS, HEPC, and complex health challenges.
- ii) Extensive knowledge and familiarity of working with related resources including ASOs, the health and welfare system and related agencies including addiction support and mental health services.
- iii) Extensive knowledge of housing issues and community resources.

- iv) Ability to work independently and in cooperation with others and establish and maintain rapport with clients, outside agencies, other professionals and community care teams.
- v) Demonstrated ability to communicate effectively both written and verbal.
- vi) Demonstrated physical/mental ability to perform duties of the job and a willingness to work shifts.
- vii) Demonstrated ability to work in a fair, non-judgmental and respectful environment is essential and the ability to deal with others effectively.
- viii) Demonstrated ability to organize and prioritize an ever changing workplace.
- ix) Demonstrated ability to understand and maintain client/worker boundaries.

Hourly rate of pay - \$49,000.00 to \$52,000.00 per annum

Interested and suitably qualified applicants are invited to submit a cover letter and resume in Word or PDF format to jobs@mclarenhousing.org or by fax to 604-669-4092.

Thank you in advance for your interest but only those shortlisted for an interview will be contacted.

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