



# McLaren Housing

## Society of British Columbia

POSITIVE HOUSING FOR POSITIVE PEOPLE

### **Introduction**

Founded in 1987, McLaren was the first HIV/AIDS housing provider in Canada. We work with low-income individuals and families who are living with HIV/AIDS and require stable and supportive housing. Our mission is to provide safe, secure and affordable housing and capacity-building services to widen pathways for improved health, wellness and independent living and foster a sense of community.

**Job Title:** Resident Support Worker

**Location:** Downtown Vancouver

---

### **Job Summary**

Reporting directly to the Director of Housing and working under the guidance of the Resident Support Coordinator, the Resident Support Worker works within an integrated team to provide practical and emotional support services to all the individuals and families MHS serves within our supportive and independent living buildings, community partner buildings, and portable subsidy programs.

Working in accordance with the policies, procedures, and philosophy of McLaren Housing Society, this position establishes trusting relationships with a diverse resident population from various cultural and socioeconomic backgrounds and holds a current trauma-informed, harm-reduction understanding of systemic barriers and societal stigmatization experienced by individuals historically underserved. As well, they work in partnership with various external community organizations to proactively maintain the health, safety and housing of residents and respond to their evolving needs.

### **Duties and Responsibilities**

- Develop trusting working relationships with residents to enable the provision of practical and emotional support.
- Assess the ability of residents to sustain their housing through regular engagement and ensure ongoing safety and success in the supportive housing framework and/or independent living.
- Support residents with their personal goals and facilitate positive interpersonal connections.
- Identify gaps in and develop resident programs and services and identify relevant community programming/opportunities to increase wellness and reduce social isolation.
- Coordinate services and referrals for residents by liaising with external social and health community partners and advocate for/assist residents with navigating the Ministry of Social Development and Poverty Reduction.
- Support residents with harm reduction strategies consistent with the McLaren Housing philosophy.

---

Suite 200 – 649 Helmcken Street, Vancouver BC V6B 5R1

t: 604-669-4090 f: 604-669-4092 e: [admin@mcclarenhousing.org](mailto:admin@mcclarenhousing.org) w: [mcclarenhousing.org](http://mcclarenhousing.org)

Charitable Registration 10768 3328 RR0001

- Provide outreach services and identify methods of engagement for residents living off-sites.
- Use proactive, relationship-building crisis intervention strategies to deescalate situations.
- Monitor safety issues in the building(s) and report unsafe conditions and incidents.
- Assist with the onboarding of new staff, including Building Attendants and Life Skills workers.
- Provide coverage for Building Attendants, Life Skills Workers when needed.
- Provide directional support to practicum students, volunteers and/or community placements in their volunteer roles and responsibilities.
- Keep thorough records and maintain up-to-date files.
- Attend and participate in staff meetings.
- Perform other related duties as assigned.

### **Qualifications/Skills and Abilities**

- Demonstrated understanding of working with disadvantaged/marginalized populations including those living HIV, people with mental health, substance use and complex care issues.
- Demonstrated understanding of cultural competency, respect for Indigenous ways of knowing and being and commitment to the principles of equity, diversity, inclusion and reconciliation.
- Basic counseling and interviewing skills from a trauma-informed and equity-based lens.
- Commitment to build strong working relationships and a professional rapport with residents, staff and outside agencies, while maintaining healthy boundaries and fostering a respectful environment for all.
- Working knowledge of the social assistance, substance use, health care and mental health services.
- Up-to-date working knowledge of current socio-economic issues including poverty, homelessness, mental health, substance use, gender-based violence and intergenerational trauma.
- Basic knowledge of the Residential Tenancy Act and Occupational Health and Safety regulations.
- Demonstrated ability to take initiative without being directed, make sound decisions, work independently and collaboratively.
- Aptitude to establish and maintain rapport and professionalism with partners and agencies.
- Well-developed ability to communicate effectively verbally and in writing.
- Ability to perform the physical duties of the job and a willingness to work at different sites.
- Ability to organize and (re)prioritise tasks in an ever-changing workplace environment.

### **Education, Training and Experience**

- BSW, BA in Social/Human Services or equivalent combination of education and experience.
- A minimum of two years working in an applied Social Service field.
- Strong computer skills, proficient with Microsoft Office, and well-developed general office skills.
- Completed Criminal Record Check, First Aid Certification, Food Safe & WHMIS training are minimum requirements (or a willingness to complete these within 2 months).
- A valid driver's license and access to a safe vehicle is an asset.
- Additional relevant training courses are an asset.

---

Suite 200 – 649 Helmcken Street, Vancouver BC V6B 5R1

t: 604-669-4090 f: 604-669-4092 e: [admin@mclarenhousing.org](mailto:admin@mclarenhousing.org) w: [mclarenhousing.org](http://mclarenhousing.org)

Charitable Registration 10768 3328 RR0001

## Compensation & Work Environment

- This is a permanent, full-time position within a welcoming work culture in a location close to transit.
- Compensation starts at \$31.00 per hour, commensurate with experience and ability.
- Maclaren Housing Society offers a substantial health and welfare benefits plan, 3% matching funds in our employee savings plan, 120 sick hours and 13 statutory holidays paid yearly.

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

**Closing date: Friday, September 6, 2024**

Thank you to all applicants for your interest in this position. We will contact you if you are selected.

---

Suite 200 – 649 Helmcken Street, Vancouver BC V6B 5R1

t: 604-669-4090 f: 604-669-4092 e: [admin@mclarenhousing.org](mailto:admin@mclarenhousing.org) w: [mclarenhousing.org](http://mclarenhousing.org)

Charitable Registration 10768 3328 RR0001