



September 21, 2021



Job Posting #: 03-2021-WSP

EXTERNAL AND INTERNAL JOB POSTING

Position: Residential Transition Support Worker

Location: Ward Street Place, Nelson BC

Classification: Permanent Part Time (28 hours per week)

Benefitted position after successful completion of the probation period

Nelson CARES Society is a not-for-profit organization that provides programs and initiatives in advocacy, housing, employment, support services, and environmental stewardship.

The Residential Transition Support Worker (TSW) facilitates the movement of clients along the housing continuum from homelessness to stable housing. The TSW assists clients to access support services such as employment and life skills programs, medical services, addictions treatment or mental health services. TSW carries a caseload of clients and will work closely with staff at Stepping Stones Emergency Shelter and NCARES property managers to locate and secure housing resources in the community.

Duties and Responsibilities:

- Support the Property Manager to ensure client, maintenance and property records are up-to-date.
- Monitor the health and safety of the building – complete building walk through on each shift. With direction for the Property Manager, conduct periodic unit inspection to ensure health and safety conditions are being kept in good order.
- Perform other duties as assigned, this will include onsite coverage for Property Managers in periods of absence and assume on-call duties as required and carry the emergency cell phone as scheduled.
- Sorts mail and perform other duties as assigned. Be available to assist tenants who have lost keys, require medical attention, etc.
- Assist in tenant selection, eviction and support. This includes move-in, move-out, annual, and as-needed unit inspections and semi-annual property walkabouts with the maintenance staff.
- Initiates and records formal communications with tenants both individually and collectively as needed and directed.
- Monitors and administers the terms and conditions of the tenancy agreements and rules and regulations. Communicates with tenants regarding rules, regulations or adjustments to the tenancy. Administers the provisions of the residential tenancy act and other applicable legislation including arbitration hearings.
- Be familiar with all policies and procedures that require monitoring (e.g. guest behaviour, drug/alcohol use in common area).
- Follow all emergency procedures and be available to assist tenants as required in the event of an emergency.

- Make journal entries at completion of each round and daily, sign off on each entry; complete other paperwork as assigned.

Job Skills and Abilities:

1. Ability to show sound knowledge of community resources and a willingness to work with a culturally and gender diverse population.
2. Strong goal/task, advocacy and problem-solving skills; ability to establish good rapport with clients. Possess excellent problem-solving skills.
3. Administrative experience preferred and familiarity with Microsoft Office programs (e.g. Word, Excel).
4. Demonstrated ability to work under pressure, to work independently with minimal direction, to take initiative, to organize, prioritize and meet deadlines.
5. Demonstrated ability to establish/maintain satisfactory work relationships with the public, co-workers and staff from other organizations.
6. Personal suitability includes flexibility, openness, genuineness, resilience and ability to work independently and as part of a team.
7. Ability to use intervention processes that are sensitive to age, income, gender, racial and ethnic cultural issues and disabilities.
8. Ability to communicate effectively verbally and in writing.
9. Must have a valid drivers' license and use own transportation with \$3 Million liability insurance (employer will cover additional liability coverage).

Education, Training, Experience:

Computer and software skills, office administration. Building and property management an asset. Experience working with community-based services for people dealing with poverty and/or homelessness is needed.

Compensation : \$23.10/hour (JES Wage Grid Level 11)

Application Deadline : Open Until Position Filled

Please e-mail a cover letter and current resume with e-mail addresses of three references to:

Human Resources Coordinator

Email: recruitment@nelsoncares.ca

(Please quote position and job posting number on subject line)

Nelson CARES Society is an equal opportunity employer. All internal candidates will be contacted as to the status of their applications. All external applicants will only be contacted if short-listed for an interview.