



Wellness Society

KAMLOOPS / MERRITT / PENTICTON

Streets → Homes → Health → Employment

Tenant Support Worker (Panorama Inn) (Kamloops)

Reports To:	Coordinator of Transitional Housing
Term:	Temporary Full-Time (starting asap up to and including March 31, 2022)
Hours:	Sunday through Thursday 8:30am to 4:30pm with ½ hour paid break.
Wage Range:	\$19.00 to \$23.00 commensurate with experience.
Vacation:	Permanent Full-Time/Temporary Full-Time (over three months) who work more than 30 hours per week are eligible for three weeks paid vacation in the first year and they may be taken after a successful probationary period. In the second year, this entitlement increases to four weeks. In the fifth year, the entitlement increases to five weeks. Each year after five years the entitlement is five weeks plus one day for every subsequent year to a maximum of six weeks. <i>Unless otherwise negotiated.</i> Permanent Part-Time/Temporary Part-Time employees (22.5 hours per week and over on contracts more than three months) vacation entitlements accrue each payroll according to <i>Employment Standards Act BC (as amended)</i> . Casual/On-Call/Permanent Part-Time/Temporary Part-Time employees (under 22.5 hours per week or on contracts less than three months) vacation entitlements are paid out each payroll according to <i>Employment Standards Act BC (as amended)</i> .
Benefits:	Permanent Full-Time employees are eligible for full health benefits (minimum 30 hours per week). Temporary Full-Time employees for a term longer than three months are eligible for full health benefits (minimum 30 hours per week). These hours can be fulfilled through a variety of permanent positions. Part-Time Employees are eligible to take part in our Health Care Spending Account which provides a tax-free partial reimbursement for eligible healthcare expenses up to the bi-annual maximum for Permanent Part-Time, Temporary Part-Time and Caretakers through a third-party administrator. Permanent Full-Time and Permanent Part-Time employees have access to the Wellness Plan benefit. All employees have access to two paid culturally sensitive days, Annual Retreats, Training, and ASK Staff Social Events.

Who is the ASK Wellness Society? The ASK Wellness Society is a not for profit organization that supports individuals within the BC Region with opportunities and the resources to change their current situation. It's about reaching out to those people who are homeless and battling addictions, helping them find housing and medical care, addressing their addictions, stabilizing mental health issues and, ultimately, providing them with the skills to re-enter the work force. The ASK Wellness Society administers an unconditional sense of hope to those who are convinced they are incapable of ever achieving a stable and meaningful life.

Purpose and Function: To provide life skills services to Program Participants who are at-risk of homelessness in our community. Promote/mentor healthy, independent living skills to Program Participants for them to achieve their goals and live as independently as possible. Work in conjunction with the housing services. Provide intensive support and service to the clients seeking housing services with a hope of reducing homelessness in the community. The overriding purpose is to assist clients with multiple barriers and challenging behaviours in finding appropriate shelter and/or detox, treatment, health services, and supportive and/or market housing. This program will run out of the Panorama Inn. Service delivery is based on a client centered, non-judgmental perspective.

Specific Responsibilities:

- Encourage and support Program Participants to live as fully and independently as possible within the local community, providing information, emotional/practical support and training as appropriate;
- Contribute to the protection of Program Participants from abuse, and support Participants when they are in distress;
- Assist with food distribution, security services and liaison with motel owner;
- Work closely with community resources (i.e. CMHA, IHA, Friendship Centre, Brain Injury, etc.).
- Orientate individuals to suites, building services, program expectations and staff responsibilities;
- Identify and develop a customized support system and wellness plan for each client including brokering 'active' referrals to essential services/programs;
- Work with participants to maintain the cleanliness of their suites;

- Liaise with key community caregivers regarding necessary support systems for the client including financial and life skills programming;
- Provide assistance in meeting basic needs in food, clothing, shelter and medications;
- May include attending appointments with members of the community to support the housing placement and longer-term housing settings;
- Mediate between the landlord and client when necessary;
- Provide crisis support and assessment when required;
- When necessary, be trained to be the first to respond to an overdose situation with on the spot overdose response and support and prepared to work calmly and together with your team, paramedics and police in crisis situations;
- Monitor and move along community members who are loitering in and around the property;
- Work with your team to assist with meal service/preparation, and common area cleanliness;
- Ensure compliance with all Society supportive standards, policies and procedures;
- Other duties which may or may not be outlined in this job description.

Administrative Responsibilities:

- Assist team to maintain complete documentation, verbal and written reports, statistics and records in files and on ShareVision database;
- Maintain files and documentation to the COA Standard and when requested, be a member of the COA's Performance and Quality Improvement team in which you will encourage the organization to use data to identify areas of needed improvement and implement improvement plans.

Qualifications and Suitability:

- Bachelor of Social Work, Human Service Diploma or equivalent and/or experience with mental health/addiction and homelessness issues;
- Ability to work as a team member in a case management setting involving multi-agency supports;
- Understands and maintains clientele/worker boundaries;
- Strong working knowledge of community resources;
- Outreach experience is an asset;
- Excellent communication, writing, documentation and organizational skills;
- Must pass criminal record check for vulnerable sector and reference screening;
- VAT (Vulnerability Assessment Tool) training an asset;
- Mental Health First Aid, Trauma Informed Practice and ASSIST Training an asset;
- Level 1 First Aid required;
- Must have access to vehicle in good working condition and possess valid driver's license with relevant insurance in order to transport clients;
- In-house Violence Prevention and Cultural Awareness Training provided.

The ASK Wellness Society is dedicated to promoting diversity/multiculturalism with inclusion as one of our Core Values.

We are fully focused on equality and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.

Closing Date: June 14, 2021, at 2:00pm

Interview Dates: June 18, 2021 (Zoom)

Send cover letter and resume to: Careers@askwellness.ca

Please Reference Position: Tenant Support Worker, Panorama Inn

Attention: Human Resources

Note: This description may be amended at any time in response to operational and funding requirements and may include other duties not outlined here.