

## JOB DESCRIPTION

BCGEU

1. Position No.	2. Descriptive Working Title Tenant Engagement Worker		3. Present Classification AO2
4. Branch Housing and Health Services	5. Department Operations	6. Work Location Onsite	Date Jun 2023
7. Position No. of Supervisor 22221W	8. Descriptive Work Title of Supervisor Manager, Tenant Engagement		9. Classification of Supervisor Excluded Mgmt.
10. Job Summary:			

Reporting to the Manager, Tenant Engagement, the Tenant Engagement Worker (TEW) is responsible for building trust, respect, and social ties between neighbours in buildings directly managed by BC Housing. The TEW is also responsible for building resilient communities that are better prepared to respond to extreme weather events. He/She/They will work to strengthen tenant engagement, build positive relationships among tenants, as well as connections with resources in the broader community with the goal to create and implement sustainable, inclusive, and impactful housing programs that address housing challenges and improve the quality of life for individuals, families, and communities.

The TEW plays a critical role in promoting the safety and well-being of tenants. The incumbent is responsible for fostering community engagement and building partnerships to create resilient communities by ensuring that the tenants have the resources, access and support required to face unexpected challenges.

11. Duties:
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### 1. Tenant Engagement Programs:

- Promotes and encourages tenant involvement in decision-making processes, such as participating in tenant committees, consultations, and resident meetings. Facilitates opportunities for tenants to provide feedback and suggestions on housing services and programs
- Identifies needs in Partnership with tenant housing services and develops comprehensive tenant engagement programs including setting program goals, determining target populations, designing program components, and outlining strategies for implementation
- In partnership with Tenant Engagement Team, facilitates services, addresses any concerns and conflicts. Establishes and maintains relationships with tenants through group activities and programs by organizing and participating in social activities funded by Tenant Development Programs to promote tenant engagement
- Creates, coordinates, and implements new and existing programs and or initiatives aimed at enhancing tenant well-being and community engagement
- Represents BC Housing at community celebrations, events, and gatherings such as Earth Day, Canada Day, Indigenous Peoples Day etc.,
- Establishes a positive working relationship with external agencies and community resources for tenant programs
- Engages with diverse tenant population in the planning and decision-making process to promote community resilience by encouraging tenant participation in activities that build community cohesion. Facilitates community meetings, solicits input on vocational training, social activities, and ensures that the programs align with the specific needs and values of the community
- Delivers information directly to tenant groups to enhance awareness on the availability of community health and wellness resources, grants, educational awards etc.
- Identifies strategies with staff and engages appropriate in-house educational workshops and resources within assigned geographical area
- Educates, supports, and assist tenants in initiating Tenant Activity Grants, Education Awards Program and Student Tenant Employment Program (STEP)
- Leads surveys and/or focus groups to gather relevant information to identify gaps in services for tenants considered vulnerable in our existing developments

## **2. Emergency Preparedness / Sustainability & Resiliency**

- Continually identifies and monitors potential vulnerabilities to various risks such as natural disasters, climate change, social disruptions, or other unexpected events
- Plans, develops, and facilitates Extreme Weather Event initiatives to promote physical, and social well-being of tenants living in subsidized housing
- Develops, educational materials, and delivers training sessions on resiliency. Educates tenants, families and external providers about the risk factors associated with extreme weather events, explore benefits of learning protective measures, and provides guidance on accessible community resources and techniques to promote safety
- Partners with Facilities Maintenance division to educate tenants, families and external providers about recycling, waste management, and sustainability initiatives
- Develops partnerships with other organizations or agencies to build resilience within the building or community including partnering with emergency responders, community organizations, local government agencies, other tenants, and community resources they can access for support

### **Administrative Duties**

- Maintains and provides program information, statistics, progress reports and other relevant documentation on housing and community-based initiatives as required
- Prepares and maintains appropriate documentation, including internal support systems. Measures and evaluates the impact of tenant engagement initiatives to determine their effectiveness and identify areas for improvement by soliciting feedback and providing data to inform decision-makers and enhance program outcomes

**Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.**

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4. Education, Training and Experience		

Bachelor's degree or diploma in social science, community development, community mental health, recreational therapy, or other relevant discipline

Considerable progressive experience in planning, administering, initiating, and managing community development and volunteer programs that serve vulnerable tenants

Some experience in psychosocial focus program planning with diverse populations that face multiple barriers to successful housing.

Sound experience working with diverse tenant populations and with agencies in the broader community to develop partnerships which provide a range of services and supports to vulnerable citizens and respond to community needs.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge, Skills and Abilities	
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**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- Sound knowledge of affordable housing policies, programs and planning practices, community development and housing management practices.
  - Sound knowledge of current social issues such as homelessness, mental illness and drug addiction, seniors and impacts of extreme weather for vulnerable tenants.
  - Sound understanding of community engagement approaches; general knowledge of community agencies, the services they provide and methods of access
  - Strong analytical, problem-solving and time management skills
  - Excellent oral and written communication skills including public speaking, presentations, and workshop facilitation
  - Strong skills to negotiate, mediate and resolve conflicts
  - Proficient in computer applications and software including MS Word, Excel, PowerPoint, and Outlook
  - Ability to learn and understand BC Housing programs, policies, and operational structure
  - Ability to build relationships, work independently, manage multiple tasks, and adapt to changing priorities in a fast-paced and dynamic environment
  - Ability to summarize and explain complex program information
  - Ability to organize and administer programs to a diverse population
  - Ability to work effectively across organizational departments, in a team and partnership context
  - Ability to apply high level of discretion in establishing supportive, confidential, trusting relationships with tenants facing multiple barriers
  - Ability to travel and work periodic evenings and weekends; transportation arrangements must meet the operational requirements of the position.
  - Valid Class 5 BC driver's license and access to a vehicle

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6. Occupational Certification
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Tier 4 Criminal Record Check Required.