BC HOUSING

JOB DESCRIPTION

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1.Position No.	2. Descriptive Working Title		3. Present Classification
Various Positions	Program Support Worker		AO1
4. Branch Operations	5. Department Lower Mainland Directly Managed	6. Work Location On Site	Date July 2021 Revised Apr 2023
7. Position No. of Supervisor 00081343	8. Descriptive Work Title of Supervisor Supervisor, Semi-Supportive Housing Program		9. Classification of Supervisor AO 3
10. Job Summary:			

Reporting to the Supervisor, Semi-Supportive Housing Program, the Program Support Worker assists tenants/program participants in BC Housing Semi-Supported living sites to learn or enhance the life skills needed to live independently. He/she/they works alongside the Housing and Health Nurse to develop, implement, and evaluate Individual Service Plans (ISP) for program participants/ tenants. The position applies psychosocial rehabilitation practices to provide tailored support through individual assessment, goal planning, and the modelling of life skills, as well as individual and group programming. The role also works with various internal departments and external community partners to facilitate access to community services and resources for tenants/participants to successfully achieve their goals.

11. Duties:

1. Teaches and models life skills that are required for independent living to tenants/program participants through the application of psychosocial rehabilitation principles.

2. Engages tenants/program participants in tailored group programming including leisure activities, cooking, housekeeping, financial/technology literacy, personal care, mental health, or social learning to achieve or maintain the skills necessary for independent living.

3. Accompanies tenants/program participants (by public transportation, taxi, or ridesharing services) to individual medical, mental health, dental, shopping, or social appointments as required. Acts as a role model to facilitate learning of appropriate social behaviors and skills in day-to-day activities when outside the program.

4. Assists the Housing and Health Nurse to develop and implement a tailored ISP. Applies a strength-based approach when working with tenant/program participants to empower individuals to reach their goals. In a continuous evaluation process, reviews and recommends changes to ISPs with the Housing and Health Nurse.

5. Facilitates access for tenants/program participants to social recreational, vocational, volunteer, or educational programs and services to achieve their individual goals. Coordinates activities in conjunction with community agencies or BC Housing resources.

6. Establishes good working relationships with tenants/program participants by offering emotional support, providing assistance and resolving day-to-day issues, concerns or crises that arise.

7. Observes, monitors, and addresses behavioural, health or safety issues/concerns as they arise and reports these to the team. Develops and implements safety plans alongside the Housing and Health Nurse to address such concerns.

8. Provides general medication support to participants under the direction of the Housing and Health Nurse. Ensures all concerns including behavioural changes and side effects are reported to the Nurse in a timely manner.

9. Assists with implementing and coordinating a peer support program on-site or facilitating access to an external peer program to enhance learning and build a strong sense of community among tenants/participants.

10. Documents substantive interactions with tenants/program participants as required for referral purposes and continuity of service delivery.

11. Establishes a positive working relationship with external agencies and community resources. Collaborates with community service providers to facilitate services to tenants/ program participants at the building site.

12. Maintains a high degree of professionalism in tenant relations, including maintaining confidentiality and privacy for individuals residing on BC Housing sites.

13. Participates in training and seminars as required.

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

BC HOUSING

STAFFING CRITERIA

1. Position No.	2. Descriptive Working Title	3. Present Classification
Various Positions	Program Support Worker	AO1

4. Education, Training and Experience

Diploma in community social service, health care delivery, community mental health, or other relevant fields.

Sound experience working in a community mental health setting with diverse populations that face multiple barriers to successful housing.

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

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

- Sound knowledge of BC Housing and social housing programs, and their role in the social service system
- Sound knowledge of psychosocial rehabilitation principles
- Sound knowledge of current social issues such as poverty, homelessness, mental illness, addictions, harm reduction, overdose awareness, suicide etc.
- Sound knowledge of developing, implementing, and evaluating service/case plans or goals
- Sound knowledge of community resources and methods of access
- Strong knowledge and awareness of cultural diversity
- Strong analytical, problem-solving, and time-management skills
- Excellent oral and written communication skills
- Strong skills in crisis intervention, mediation, and conflict resolution
- Proficient in the use of MS Office applications (Word, Excel, PowerPoint) and basic computer systems
- Ability to learn and understand BC Housing programs, policies, and operational structure
- Ability to apply a high degree of discretion in establishing supportive, trusting relationships with tenants while respecting the role and obligations of property management staff according to the Residential Tenancy Act.
- Ability to build relationships with internal and external clients
- Ability to assist groups in developing and coordinating community activities and programs
- Ability to build and maintain professional, confidential relationships with multi-barriered people
- Ability to work effectively across organizational departments in a team and partnership context
- Ability to lift up to 10kg with assistance
- Ability to work a variety of shifts, including evenings and weekends
- Ability to arrange suitable transportation to various sites

6. Occupational Certification

Criminal Record Check is required.