

### JOB POSTING

|                   |                                                                                                     |                      |                          |
|-------------------|-----------------------------------------------------------------------------------------------------|----------------------|--------------------------|
| <b>Job Title:</b> | <b>Tenant &amp; Community Support Worker</b>                                                        | <b>Status:</b>       | <b>Permanent</b>         |
| <b>Program:</b>   | <b>Anna Buxton Apartment, Burnaby</b>                                                               | <b>Hourly Rate:</b>  | <b>\$27.74</b>           |
| <b>Hours:</b>     | <b>37.00 hours/week (Line E)</b>                                                                    | <b>Posting #:</b>    | <b>25070-AB</b>          |
| <b>Schedule:</b>  | <b>Saturdays; 1930-0730<br/>Sundays; 1830-0630<br/>Mondays; 2200-0800<br/>Wednesdays; 1300-1600</b> | <b>Closing Date:</b> | <b>November 07, 2025</b> |

---

The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable organization that supports women, girls, and children at risk, involved in or affected by the justice system. Our programs work to break the cycle of poverty, addiction, mental illness, homelessness, and crime.

**We are recruiting for a Tenant & Community Support Worker for our Anna Buxton Apartment.** Located in Burnaby, Anna Buxton Apartment is a women-centered affordable housing intended for low-income and women-led families. Tenant & Community Support Workers provide services for the tenants by creating a welcoming and safe environment in the building. Responsible in providing emotional support, goal planning, conflict resolution, crisis intervention, safety planning and offers community resources and referral to women and the children. Support tenants' ability to access resources and services toward maintaining permanent, independent housing options.

#### **KEY RESPONSIBILITIES:**

- Orient tenants to the agency services and expectation and assists them to settle in the apartment.
- Assess tenants' immediate needs and support them in defining and implementing an action plan.
- Engage with tenants from a trauma-informed perspective.
- Provide information to tenants on resources available to increase their ability to make an informed choice and recommends appropriate services.
- Assist tenants in developing strategies to overcome barriers to independence, resiliency, and autonomy – personal, legal, financial, physical/health, emotional and educational dimensions.
- Monitor and ensure the safety and comfort of tenants and the security of the facility.
- Facilitate resolution of conflicts between tenants.
- Provide emotional support, encouragement, goal setting and problem-solving support to tenants.
- Facilitate house and/or support group meetings.
- Liaise with other service agencies and professionals.
- Respond to crisis calls by providing support and/or information.
- Maintain accurate records- logs, statistics, files, and schedules.

#### **QUALIFICATIONS:**

- Degree or Diploma in related field plus one (1) year recent experience in a similar environment or equivalent combination of education and experience.
- Must have knowledge of homelessness, women's mental health issues, substance use and addiction issues, tenancy act, child protection and community resources and issues related to poverty.

- Good working knowledge of legislation and policies related to Social Assistance & Mental Health Act.
- Knowledge and understanding of women with complex needs and the government services they interact with.
- Understanding of crisis management, risk assessment, overdose response, trauma, gender-informed practice, and case management.
- Proficient in MS word, excel, outlook and data entry.
- Excellent communication skills both written and verbal.
- Ability to lift up to 30 lbs.

**MANDATORY JOB REQUIREMENTS:**

- Food Safe Level 1.
- Standard First Aid with CPR-C.
- Evidence of a Tuberculosis Test and compliance with the TB Control Program.
- Doctor's Note of fitness required.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).

EFry is committed to creating an inclusive and equitable environment where all those participating in the organization are valued for their differences. We encourage and welcome applications from all qualified individuals, including applicants from all cultures and backgrounds, racialized communities, indigenous communities, diverse sexual and gender identities, various religious backgrounds, women, and those with disabilities. We are committed to a selection process and work environment that is inclusive and barrier-free. We encourage applicants to self-identify if they wish to do so.

Interested candidates must submit a cover letter and resume to [hiring@efry.com](mailto:hiring@efry.com) with the subject line TCSW 25070-AB.

**We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.**