

## **JOB POSTING:**

**Friday May 12<sup>th</sup>, 2017**

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### **Tenant-Landlord-Client Navigator**

The Vancouver Aboriginal Friendship Centre Society (VAFCS) is a dynamic organization that is dedicated to working with urban aboriginal people by providing programs and services; that empowers self-reliance, responsibility, success and prosperity, for all urban aboriginal individuals, families and community.

The VAFCS NAVIGATOR PROJECT is designed to meet the specific needs of chronically and episodically homeless Aboriginal peoples in the Metro Vancouver Region, and is implemented with cultural considerations and in concert with existing and new partners. The foundation of the VAFCS NAVIGATOR PROJECT is holistic, integrated, relevant and accessible programs and services that integrate basic needs (food, shelter) with the cultural traditions of Aboriginal peoples. The Tenant-Landlord-Client Navigator (TLC Navigator) is an integral member of the Team.

**Duration: Term to 31 March 2018**

**Level: Navigator**

**Reports: Directly to Tenant-Landlord-Community Relations Coordinator**

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#### **Description:**

The **Tenant-Landlord-Client Navigator** - The TLC Navigator's primary role is to work directly with urban Aboriginal individuals and families who are chronically and episodically homeless to find and secure safe, affordable and suitable housing. The TLC Navigator works in tandem with the other members of the VAFCS Community Navigator Team to identify and remove barriers to permanent housing – and – to identify and develop means and opportunities for permanent housing.

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#### **Role and Responsibilities:**

- Make the first contact with homeless individuals and assist them in becoming eligible for needed Housing, Housing Supports, Clinical, and Cultural Supports
- Help individuals experiencing chronic homelessness to navigate the social and health services network in order to get services necessary for recovery and/or stabilization.
- Deliver Instruction Workshops on the topics of: Ready to Rent, Life skills, Personal Finance, Cooking
- Perform client intakes and assessments with the individual or family, and assisting with process and transportation as needed to outreach and to walk-in clients
- Provide referrals to other community resources and advocates for clients as needed. Assesses and evaluates barriers to homeless clients utilizing resources and determines steps which can be taken to meet and overcome these barriers.
- Maintain a daily activity log and complete files on each enrolled client as required by contract.
- Participate in training and regular process improvement activities.
- Provide Individualized, goal-oriented and person-driven "Safe Journey" supports that are socially and culturally integrated

The Tenant Landlord Team will work together to:

- Assist in creation, production and distribution of literature and information about Tenant-Landlord-Community (TLC) Project to clients and to relevant organizations and agencies
- Create and maintain database of housing stock (assets) inclusive of unit descriptions, pictures, details and landlord contact(s); and recommendations for publication of data
- Develop Project Systems, Forms, Methodology and Evaluation Plan & Tools
- Develop and implement Communications Plan and Communications Tools; including social media
- Provide input into a forward implementation and funding plan
- Provide Progress Reports to VAFCS Board and Management and to Housing First funders and partners

## Skills

- Demonstrate excellent verbal and written communication skills
- Demonstrate understanding of barriers facing urban Aboriginal peoples
- Ensure the highest quality standards on behalf of the Urban Aboriginal Clients and VAFCS
- Attend to all other related duties and carry out special tasks which may arise from time to time.

## Qualifications

- Degree in related field or combination of fields
- Experience in social service environment, including direct client contact
- Excellent working knowledge of Aboriginal peoples, culture, homelessness issues and initiatives
- Proficient use of Microsoft Word, Outlook, Excel
- Database development and management and social media and communication tools
- Knowledge of Metro Vancouver Region (travel required for outreach and site visits) and organizations
- A valid B.C. Driver's license helpful
- Criminal Records check

## Job Details:

Schedule: Full-time 35 hours/week Monday – Friday  
 Expected Start Date: ASAP  
 Salary: Commensurate with Experience

### APPLICATION PROCEDURE:

**Deadline to Apply: Friday, 26<sup>th</sup> of May, 2017, 12 noon**

**By Email to: [programdirector1@vafcs.org](mailto:programdirector1@vafcs.org)**

**Or Deliver to: Front Desk, 1607 East Hastings Street, Vancouver, BC**

**Subject Line: Tenant-Landlord Client Navigator**

**Requirements: Cover Letter, Resume and 2 Reference Letters**

*Preference will be given to qualified Aboriginal candidates in accordance with Section 41 of the BC Human Rights Code. Only candidates who are shortlisted will be contacted for an interview.*