THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

TENANT SUPPORT WORKER

INTEGRATED SOCIAL SERVICES

ONE (1) TEMPORARY FULL-TIME POSITIONS (OVER 85 DAYS)

POSTING NUMBER:	44-2026	STATUS:	INTERNAL/EXTERNAL
POSTING DATE:	JUNE 19, 2026	CLOSING DATE:	JULY 3, 2026
AFFILIATION:	UNION	HOURS PER WEEK:	35
SALARY GROUP:	10	HOURLY RATE:	$32.80 – $40.16

POSITION SUMMARY:

Under the general direction of the Supervisor, Property Management, the Tenant Support Worker is responsible for developing, managing, and promoting programs and activities intended to improve tenants' quality of life.

MAJOR RESPONSIBILITIES:

1. Gathers and records information about tenants regarding general assessment of a physical, social, psychological, and economic nature; condition of motor skills, family/friends support, income stability, etc.
2. Visits tenants requiring support, assesses their needs, refers tenants to appropriate community agencies.
3. Provides follow-up visits to tenants when appropriate; (extensive attention is given to those tenants with special needs such as the physically, developmentally, and psychiatrically disabled); liaises with family members, professionals, and service agencies, refers tenants for psychiatric and specialized medical assessments, advises tenants to accept support services and long-term care placement when deemed necessary.
4. Works with high need homeless, individuals with mental health and addictions.
5. Advocates for tenants with other agencies and the various departments/roles within The District of Thunder Bay Social Services Administration Board (TBDSSAB), such as Property Management Clerks, Custodians, etc. to facilitate communication and to address specific concerns; informs departments of potential crises in their jurisdictions.
6. Facilitates, coordinates, and motivates community development and special events to encourage socialization, education and health promotion through newsletters and community resources such as guest speakers, information sessions, fitness instructions, etc.
7. Encourages and promotes Tenant Council activities; coordinates yearly elections.
8. Participates on community committees.

9. Confers regularly with special needs agencies to acquire and maintain an accurate understanding of their mandate.
10. Coordinates volunteer activities, recruit volunteers from community resources, provides supervision to volunteers, etc.
11. Prepares reports for presentation to the TBDSSAB's Board of Directors outlining the highlights of the month, current projects, prevalent issues, etc.; attends Board meetings, when required.
12. Performs related duties as necessary.

QUALIFICATIONS:

Education/Experience

- Community college diploma or university degree in social work, developmental services, psychology, sociology, or a related social work program, or equivalent academic training in social work from a recognized post-secondary institution.
- Three to five years' experience working with diverse 'high needs' people.

Skills/Abilities:

- Must have basic knowledge of computer applications, including the Microsoft Office package and various database applications.
- Excellent conflict resolution, organizational and communication skills are necessary for substantial contact with a diverse clientele.
- Must be culturally sensitive and have a thorough knowledge of community resources.
- Must have strong presentation skills for reporting to various Boards of Directors as well as for speaking to groups of tenants.
- Must have an ability to rebound from high-stress situations.

Assets

- Safe food handling certificate.
- Life Skills coaching experience.

CONDITIONS OF EMPLOYMENT:

- Must undergo a successful police records check, Type 2.
- Must have valid drivers' license.
- Use of a vehicle is required.
- Travel within the District is required.

HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources
The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, Ontario, P7E 1B5
Email: careers@tbdssab.ca | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the Internal Application Form. All other applicants must complete the TBDSSAB External Application Form.

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our website.

ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.

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Opening Doors for You