



13585 – Site Support Worker (13585)

Closing date: July 27, 2026

URL: <https://successbc.bamboohr.com/careers/1006>

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

Division: Community Real Estate & Asset Management

Program: Affordable Housing - Multiple Locations

Employment Type: Casual

Number of Positions: Multiple

Compensation: \$25.00 per hour

Job Summary:

The Site Support Worker provides on-site presence, tenant support, and basic safety monitoring at an affordable housing site. This role ensures tenants feel supported, the building remains safe and secure, and emergent issues are escalated appropriately.

Reports To:

Director of Community Real Estate and Asset Management

Key Duties and Responsibilities:

- Greet and assist tenants with general inquiries about building operations, services, and procedures.
- Provide information, reassurance, or direction during unexpected situations (e.g., noise complaints, minor disputes, or concerns about other tenants).
- Support a welcoming, respectful, and community-focused environment.
- Maintain visible presence on-site to promote safety and deter inappropriate behavior.



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- Conduct regular walk-throughs of common areas, hallways, and exterior site grounds.
- Identify and report maintenance or safety concerns (e.g., broken lights, spills, security issues).
- Monitor visitor activity and ensure entry/exit protocols are followed.
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Education, Training and Experience:

- Previous experience working in housing, social services, customer service, security, or similar field is preferred
- Previous experience working with diverse populations, including individuals facing housing instability, mental health challenges, or settlement barriers, is considered as an asset

Job Skills and Abilities:

- Strong interpersonal and communication skills
- Ability to remain calm, respectful, and solution-focused in challenging situations





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- Ability to work under pressure
- Good judgment and ability to work both independently and within a team environment
- Basic conflict de-escalation skills
- Comfort using computers for logging incidents and shift notes
- Ability to travel and work between multiple housing sites across the portfolio throughout Vancouver, Richmond, Burnaby and Coquitlam

Additional Information:

- Criminal Record Check Required with the vulnerable sector check
- Able to work at multiple locations within the Lower Mainland BC, as needed
- Availability for evenings, weekends, and short-notice call-ins
- This is a casual position that provides temporary and as-needed support to housing operations, including coverage for staff vacations, PTO, leave of absences and additional assistance during periods of operational demand

About S.U.C.C.E.S.S.:

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations. S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

At S.U.C.C.E.S.S., we take care of our communities and our people!

Our staff is the source of our success and we make it a priority to ensure work-life balance for our staff. We offer a range competitive and comprehensive benefit packages to ensure the well-being our staff. Subject to the type of employment, benefit packages may include:

- paid time off 'monthly wellness days' (up to 12 days per year)
- additional agency holidays (2 additional statutory holidays)





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- 3 weeks annual vacation (starting) and up to 6 weeks (maximum)
- company-funded pension (GRRSP)
- extended health & dental plan
- employee & family assistance programs
- access to wellness programs, and more

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

Interested applicants should submit their applications to ryan.drew@success.bc.ca by 11:59PM, July 27, 2026.

While we appreciate all applications, only those selected for an interview will be contacted.

