

INTERNAL/EXTERNAL

Position:	Housing Worker - Dawes/Mortimer
Type:	Permanent, Bargaining Unit, Full-Time
Number of Positions Posted:	1
Number of Hours:	37.5 hours per week (Monday to Friday, some evenings)
Rate:	\$25.36 per hour
Supervisor:	Senior Manager Dawes/Mortimer Housing
Posting Date:	January 7, 2019
Application Deadline:	January 22, 2019
Locations:	Dawes Housing – 418 Dawes Road and 704 Mortimer Ave

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 120 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

We are seeking one full-time Housing Worker Dawes/Mortimer for the Dawes Housing building at Fred Victor. The position will be responsible for the day-to-day housing operations of Dawes Housing as managed by Fred Victor. The Dawes Community Development Housing Worker will implement and evaluate a facilitative management model that reflects the principles of community development and fosters tenant involvement in all areas of managing the housing. The position requires respect for, and expertise working with, tenants who are facing mental health issues, addictions, trauma and social isolation who come from racially and ethnically diverse backgrounds.

Responsibilities:

- Ensuring the day-to-day housing operations at 418 Dawes and 12 units of housing at 510 Dawes including assisting in the completion of rental calculations, income verifications, annual income reviews, track and document collection of monies, complete banking procedures and use other related FV internal administrative systems and relevant procedures
- Being accessible to tenants by providing consistent posted office hours
- Conducting all service in a proactive, collaborative and tenant-directed approach using the principles of harm reduction
- Addressing housing related issues such as behaviour, social isolation, mental health, substance use, life and living abilities by encouraging and supporting tenants to problem solve and to access community resources such as support agencies and other Fred Victor programs and services
- Identifying, intervening in and deescalating crisis situations
- Working with tenants to develop crisis management skills
- Maintaining effective working relationships with referral agencies to ensure effective access to Mortimer housing is developed and maintained
- Organizing and completing tenant move ins and outs
- Maintaining a waiting list and tenant files as per the SHRA requirements and regulations and FV procedures and ensuring that the target plan is met

- Conducting Fred Victor Housing intake interviews with applicants to determine their eligibility, as well as determining their support needs and explain the rights and responsibilities of Fred Victor tenants
- Ensuring vacant units are promptly readied for re-occupation
- Assisting applicants to be ready to move in promptly to units as they become vacant
- Conducting follow up for Fred Victor applicants, including checking references, creating support plans and making appropriate referrals for support to both Fred Victor and external programs.
- Educating tenants about their tenancy responsibilities in order to maintain their housing
- Knowing and being conversant in the Residential Tenancies Act (RTA) and the tenancy agreement and working with the tenants to maintain housing through the rent collection/calculation process and RTA related processes
- Calculating and tracking all arrears, negotiating payment plans and Landlord and Tenant board settlements with tenants
- Problem solving to address arrears and other behaviours which may potentially result in eviction
- Completing all internal and external RTA procedures
- Completing and processing all Landlord and Tenant Board forms and related documents
- Working with applicants and tenants to understand the Fred Victor mandate
- Planning, facilitating and participating in community development activities, including monthly tenant meetings
- Utilizing community development, facilitative management and individual support approaches to facilitate supportive, cooperative living and support tenants to maintain their housing
- Working with individual tenants to participate in decisions regarding housing
- Facilitating, encouraging and promoting tenant participation in the various committees, activities and events
- Actively working with tenants to address safety and security
- Developing and maintaining effective relationships with neighbourhood, emergency personnel, and sector resources
- Working with the FV Facilities Staff to ensure all work orders and maintenance issues are completed
- Communicating and demonstrating appropriate professional boundaries with the tenant community and abide by the organizational policy regarding confidentiality and the Code of Conduct
- Participating in on going evaluation, development and review of all housing programming and structures
- Participating in organizational and special events committee work
- Accurately documenting and reporting all information in the appropriate places and with relevant parties to an acceptable prescribed standard
- Attending scheduled housing staff meetings and working with partner FV staff to ensure effective service
- Monitoring all community positions and responding to behavioural and schedule issues
- Assisting the Housing Manager in completing all required monthly stats, reports and relevant tenant and external correspondence and communications
- Answering phones, assisting and directing walk in traffic



- Monitoring the building and escorting trespassers from the property
- Having knowledge of and being able to use emergency building systems and fire procedures
- Cleaning and keeping the offices and work areas in order
- Participating in the development and writing of operational procedures and funding proposals as required
- Other duties assigned by the Dawes/Mortimer Senior Manager

Qualifications:

- 2-3 years of proven experience, ability and skills working in not for profit housing
- Strong understanding of systems that cause homelessness, poverty and discrimination and respect for those realities
- Demonstrated respect for, and expertise working with people who are or have been homeless, living in poverty, experiencing varying degrees of mental health, substance use, trauma, social isolation, immigration, unemployment and/or with a history with the criminal justice system
- Strong understanding that people living on low income are a resource to resolve community issues
- Strong understanding and commitment to social justice issues and anti- oppression practices
- Strong understanding of and experience in community development practices
- Well-developed conflict resolution and negotiation skills and crisis management skills
- Well-developed interpersonal skills that will produce effective, productive and appropriate relationships with the tenant community, external agencies and staff of Fred Victor
- Highly developed organizational, administrative and basic bookkeeping skills
- Extensive experience with the Residential Tenancies Act and eviction procedures
- Extensive knowledge of and experience with the Housing Services Act
- Experience with and proven ability to handle money
- Highly developed written and oral communication skills
- Highly developed and proven group and individual facilitation skills
- Ability to work independently and within a team setting
- Proven ability to give and receive constructive feedback
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries
- Excellent knowledge of community based resources
- Highly developed ability to prioritize and work through short and long term goals and remain flexible
- Strong computer literacy and experience working with database and housing software systems such as Arcori



Working Conditions:

- Work primarily Monday to Friday, 7.5 hours per shift.
- Must be able to work flexible hours including evenings.
- Constant exposure to the potential of unpredictable behaviours and situations.
- Occasionally required to deal with bodily fluids.
- Regular exposure to unpleasant odours.
- Occasional exposure to inclement weather.
- May be exposed to 2nd hand smoke.
- Regular exposure to pests including cockroaches, mice and bedbugs.

The final candidate will be required to provide a current police reference check prior to being hired

Please submit a resume and cover letter by e-mail no later than Tuesday, January 22 at 5:00pm to:

Luke Smith Adams
Senior Manager of Dawes and Mortimer Housing
lsmith@fredvictor.org

NO PHONE CALLS OR FAXES

A Police Records Check is required by the final candidate prior to hiring.

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.